

# TINA WANG

USER EXPERIENCE AND USER INTERFACE DESIGNER 📍 SYDNEY, NEW SOUTH WALES, AUSTRALIA ☎ 0413 509 266

## ◦ DETAILS ◦

Sydney, New South Wales  
Australia  
0413 509 266  
[tina-w98@hotmail.com](mailto:tina-w98@hotmail.com)

## ◦ LINKS ◦

[LinkedIn](#)  
[Portfolio](#)

## ◦ SKILLS ◦

Figma & FigJam  
Design Research  
Critical thinking & problem solving  
Conduct & Gather User Research  
Persona & Archetype Creation  
Storyboarding  
Userflows  
Wireframing  
Mockups & Prototyping | Hi & Lo  
Usability Testing  
Microsoft Office  
Ability to Work in a Team  
Communication Skills - Verbal & Written  
Customer Service  
Organization Skills  
Web & Mobile Design  
Agile Working  
Administrative Skills

## ◦ LANGUAGES ◦

English

## 👤 PROFILE

User Experience and Interface Designer with a passion and drive in wanting to make a difference in the way users experience the new and ever evolving digital world. As a designer I am capable of executing end-to-end design projects, collaboratively in a team and co-leading as a dynamic and dedicated professional. Having a creative and open mind, I bring incredible value to any team by being able to understand and empathise with users on a deeper and intellectual level. Always continuing a forever learning experience, to not only better myself but progress my career.

## 🎓 EDUCATION

**UX/UI Design, Academy XI**  
January 2022 — August 2022

**Bachelor of Dental Technology, Griffith University, Gold Coast**  
February 2017 — December 2020

## 📁 EMPLOYMENT HISTORY

**Freelance UX & UI Designer**  
February 2023 — Present

Conducting research and designing visual screens for a NFPs organisation. Working in a cross-functional team to develop the ideas into a live product for the organisation to implement into their venue. Testing and reiterating design ideas with developers and meeting client and stakeholders expectations with the final product.

**Co-Team Lead & UX Designer at iO Energy**  
June 2022 — July 2022

iO Energy delivers affordable renewable energy to homes and business located in South Australia. Approaching the team at Academy XI seeking a new design for their external facing dashboard. Co-leading and being a designer on the team, we conducted research from surveys to interviews, synthesised the data gathered, sketched and brain-stormed possible solutions, and delivering user tested prototype. Delivering a user efficient and friendly design for a smoother experience that targets both project goals and users.

**UX Designer at Outpace Training**  
May 2022 — June 2022

Outpace Training is an immersive training platform available in VR, mobile and desktop. As a Carer centric platform, it aims at improving training standards to the industry. Approaching the team at Academy XI, they were looking to build a job marketplace catering towards ESL Age Care workers. As a team we conducted research and synthesised the information to produce innovative design solutions that were backed by research. Delivering a wire-framed product to showcase the functionality of the desired platform, and how it will allow users to take full advantage of using it to seek out employment and further develop their skills.

**Reservations Agent at Courtyard by Marriott , North Ryde NSW**  
September 2022 — Present

Processing hotel reservations through various forms of communication and retaining internal and external stakeholder relationships. Promptly creating, updating and maintaining reservation records in accordance to booking confirmation through hotel management system (OPERA). Working collaboratively with cross-functional teams for a smoother check-in/out and overall guest experience. Empathising with guests requests and maintaining a good rapport throughout their now and future stay.

**Bar & Gaming Attendant at Ryde-Eastwood Leagues Club, West Ryde NSW**

July 2022 — Present

Providing exemplary customer service to all patrons of RELC through Main and Oasis Bar service. Offering a premium level of service to patrons in the Aurora Lounge and the Pokies Floor. Upholding the club's reputation and standard. Maintaining rapport with internal and external stakeholders. Empathising with patron's needs, managing and resolving conflict issues. Transaction handling. Ability to and experienced in working with a cross-functional team to maintain seamless club operation.

**Dental Technician at Race Dental, Castle Hill NSW**

April 2021 — July 2022

Specialised as an acrylic technician. Collaboratively working with cross-functional teams for a smoother working experience and production flow. Communicating verbally with the operational handling team, other technicians and external stakeholders. Empathising and working with ambiguity for patient's and dentist's request, creating life changing prosthetics.

**Key Achievements:**

- Assisting with designing and integrating a new system of work flow and scheduling, creating a smoother production flow experience for technicians
- Creating and maintaining good rapport with internal and external stakeholders from produced prosthetics
- Continuously producing high end products that have exceeding clients expectations

**Membership Consultant at Fitness First, Randwick NSW**

April 2022 — October 2022

Generating and converting sales leads to meet monthly club KPIs. Identifying new collaborative opportunities with local businesses. Creating great member journeys and aiding membership retention through personalised and positive interactions. Understanding and empathising with leads and members on their fitness goals and journey.

**Key Achievements:**

- Closing numerous hot leads into new members and assisting them by tailoring their membership deal with their fitness goals
- Assisting interstate clubs reach and surpassing their KPIs during the 2021 NSW lockdown

**Dental Technician at Odontex Dental Lab, Roseville NSW**

November 2021 — April 2022

**Customer Service Representative at The Star Casino, Broadbeach QLD**

April 2019 — November 2020

**Customer Service Representative at Crowne Plaza Hotel, Surfers Paradise QLD**

October 2016 — April 2019