

Shipped @Uber

5+ products from scratch & iterations of 10+ product
In 1 year

Experience

- 06/2018-present **Uber, Product designer**
Customer Identity Platform - Created a unified and secure Uber identity that enables Uber products and partners to grow efficiently and at scale. MVP+Strategy+Roadmap.
Maps - Created routing diagnostics experience that improved diagnosable trips from 70% to 90%. Vast support for 3 tools.
ConvAI - Created the Conversational AI tool to build voice assistants, which improves dev efficiency by 40%.
- 01/2018-05/2018 **Narwhal Digital, UX designer(Contract)**
Concept design for Coca-cola internal ideation website
- 08/2017-12/2017 **Georgia Tech, Teaching assistant**
Teaching product design in CS8803 Mobile app & Serv
- 05/2017-08/2017 **Uber, Product design intern**
Improve the signup channel for riders to become drivers

Projects

- 06/2018-present **Standard Signup** identity platformization
Standardize the signup experience to unlock growth potential, set foundation for the new identity strategy, and improve internal efficiency
- 01/2019-present **One Account** identity platformization
Unify the account management experience, capture missing chances to increase customer LTV by leveraging power of the platform
- 08/2018-07/2019 **Mapsdot** data viz information tool
Improved diagnosable trip from 70% to 90%, with a focus on information design and data vialization.
- 01/2019-present **ConvAI** conversational AI voice tool
1000+ of eng hours saved since rollout in August with a focus on voice design and tool design. Visualized backend actions to GUI.

Education

- 08/2016-05/2018
Georgia Tech, US MS-HCI
- 08/2012-06/2016
Jiangnan U, China BE-Product Design
- 08/2012-06/2016
LAMK, Finland Industrial Design

Skills

- Design**
User Centered Design
Low/Hi-fi Prototyping
3D modeling
- Research**
Interview
Contextual Inquiry
Affinity Mapping
Card Sorting
User testing
- Dev**
HTML
CSS
react.js