CHUAN - JUNG CHANG

Genie Chang

UI / UX Designer

+65 8118 7036
genie820126@gmail.com
https://geniechang.com

Coming from a product design background to being an operation manager for 2 years in a foreign country, I have developed efficient problem-solving skills and communication skills. I solve problems from the root cause and see them from the bigger picture. I am also exposed to multiple cultures and various people from different backgrounds, which helped me in understand users' needs. I am driven to bring a silent experience to users because good design is invisible.

PROJECTS

Elevate welfare beyond basic and security needs

Sojourner Brother | General Assembly | 3 weeks client project | Oct - Nov 2022

- conduct qualitative and background research to understand the current healthcare landscape for migrant workers
- identify the gap between employers and migrant workers in terms of "care" and propose solutions
- identify the target audience and the platform to build the solution
- design and create a prototype and conduct usability testing to ensure it is intuitive for the target audience

Break barriers between migrant workers and residents of Singapore

ItsRainingRaincoats | General Assembly | 2 weeks project | Sept 2022

- conduct qualitative and background research to understand the current situation of migrant workers in Singapore
- identify users' pain points with the current platform
- create a prototype based on the insights synthesized from an affinity map

WORK EXPERIENCE

Operation Manager

Zu How Industry (Thailand) Co., Ltd

Jun 2017 - Nov 2019, Thailand

- Coordinated between regional offices to ensure the delivery of company goals
- Ensured day to day operations proceeded in an orderly manner
- Led and delivered the company ERP integration project, in collaboration with external vendors

KNOWLEDGE

UI/UX design, wireframing, prototyping, design research, product design

TOOLS

Figma, Sketch, InVision, Illustrator, Photoshop, Basic knowledge of HTML & CSS

LANGUAGES

English / Chinese

EDUCATION

General Assembly

User experience design immersive

Aug 2022 - Nov 2022, Singapore

Assumption University

Bachelor of Fine and Applied Arts, Product Design

2013 - 2017, Thailand

Chancellor State College

2009 - 2011, Australia