

WORK EXPERIENCE

Albertsons | Senior Product Designer

New York, NY | 05.2022 - Present

- Led design and launch of Cost Management and Competitor Pricing enterprise tools, streamlining merchants' cost analysis and competitive pricing workflows.
- Acted as lead designer for Forecast Adjustment and Projection Planning, both part of the Category Excellence Initiative, the highest-priority program within the Merchandising Platform.
- Designed data-driven workflows such as bulk editing, drill-down heatmaps, and task-based flows to simplify complex financial and pricing processes.
- Partnered cross-functionally with product, engineering, and data teams, as well as VP-level stakeholders, to ensure delivery and scalability, while advancing a design system for consistency and efficiency.

The HomeDepot | Senior UX Designer

New York, NY | 02.2021 - 05.2022

- Providing UX support in *Supply Chain Visibility* and *Product Safety*. Working closely with two cross-functional teams to define project scope and strategy.
- Leading the UX of One-Viz tool starting from research to UI deliverables, to MVP definition. Discovered opportunities in data integration, view customization, 4-wall status update, and mobilization which informs the product direction. Validated product concepts through user tests. The MVP is currently at phase 1 development and is ready for UAT.
- Leading the UX of PFS 2.0 to empower our product safety team with higher record review efficiency. The old system is successfully retired in January 2022 with a smooth transition to the new one.

Walmart Labs | Product Designer

Bentonville, AR

Engage in end-to-end design for Walmart enterprise products from research to UI design to visual audit.

Online Grocery team | 01.2020 - 12.2020

- Designed workflows for online grocery apps. Own the Picking experience and the design to help store associates fulfill customers' orders more efficiently, significantly reduced wrong orders and revenue loss.
- Led a redesign project of a mobile app which is proved to reduce errors and training cost for new employees in picking orders by helping store associates locate and identify items, with improved information hierarchy. Conducted in-store A/B testing to validate the design.

Pricing team | 10.2018 - 12.2019

- Designed and shipped new features for Walmart's pricing system. Conducted user testing to inform design decisions which increased the adoption of tools.
- Facilitated a 6-week concept sprint and designed Pricing Simulator - a vision of retail decision making and execution.

EDUCATION

Pratt Institute

New York, NY | 2016 - 2018

MS, Information Experience Design
3.95/4 (Distinction)

Education University of Hong Kong

Hong Kong | 2012 - 2016

BA, Creative Arts and Culture
3.45/4.3 (First Honor)

SKILLS & TOOLS

UX Design

User research
Persona
Experience Mapping
Storyboarding
Wireframing
Rapid prototyping
Usability testing
Heuristic Evaluation
Cognitive Walkthrough
Interface design

Prototype

Figma
Sketch
Invision
Origami
Axure
Adobe XD
HTML/CSS/JavaScript

Visual

Illustrator
Photoshop
InDesign
AfterEffects
Blender