

# Ray Zhuang

## User experience designer

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Portfolio: [rayzhuang.com](http://rayzhuang.com)

## Experience

### **User Experience Designer** · Fisher & Paykel Healthcare · Auckland, New Zealand

Aug 2022 – Present · 3 yrs · Full-time

- Strategically positioned an R&D device as a portable, low-cost, and accessible solution in a new market dominated by large, expensive, complex devices. I achieved this by identifying the gaps through user research and designing solutions that delivered competitive monitoring and operational capabilities.
- Designed and championed a new design system for hospital devices to empower product teams to optimise device usability, ensure compliance with medical guidelines, and streamline development.
- Increased users' critical task completion success rate from 56% to 94% for an R&D respiratory device by leading usability tests and design improvements.
- Led the design of 8 released UX improvements and features for web products and respiratory devices, collaborating with cross-functional teams to resolve reported customer pain points.

### **Architectural Graduate** · RTA Studio · Auckland, New Zealand

Nov 2020 – Jan 2021 · 3 mos · Full-time

- Advanced the business's portfolio by completing concept-stage modelling and documentation for a high-end home that became a finalist in the World Architecture Festival 24 and featured on a publication's video with over 500k views.

### **Architectural Graduate** · Stephenson & Turner · Auckland, New Zealand

Sep 2018 – Nov 2020 · 2 yrs 3 mos · Full-time

- Propelled the business's portfolio by designing and delivering the historic Auckland High Court's interior refurbishment from end-to-end, meeting client objectives and winning two architectural awards.

### **Architectural Technician** · DDL Architecture · Hamilton, New Zealand

Mar 2014 – Feb 2016 · 2 yrs · Full-time

- Produced technical design solutions and documentation for residential and commercial projects, achieving a 100% building consent approval rate.

## Education

### **Product & UX Design** · Self-study

Jan 2021 – Aug 2022 · 1 yr 6 mos · Full-time

### **Master of Architecture (Prof)** · The University of Auckland

2016 – 2017 · 2 yrs · Full-time

Second Class Honours First Division

### **Bachelor of Architectural Studies** · Victoria University of Wellington

2011–2013 · 3 yrs · Full-time

## Achievements

### **Patents Inventor** - Fisher & Paykel Healthcare

2022–Present

### **Award of Commendation** - Auckland High Court Refurbishment

NZ Lighting Awards · 2022

### **Heritage and Adaptive Reuses Property Merit Award** - Auckland High Court Refurbishment

Property Council New Zealand · 2021

### **Auckland Architecture Awards Heritage Category Shortlist** - Auckland High Court Refurbishment

New Zealand Institute of Architects · 2021

## Skills

### **Ideation**

Interaction design, Visual design, Design system, Prototyping, Accessibility, Responsive design, Stakeholder management, Illustration & painting

### **Research**

Research planning, Usability tests, Interviews, Surveys, Research analysis, Secondary research, Competitor analysis, Co-design workshops

### **Tools**

Figma, Protopie, Dovetail, Photoshop, Webflow, Indesign