



# VIVIAN NGAI

## CONTACT

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## SUMMARY

I'm a curiosity-driven UX Designer who approaches problems solving in a human-centred and holistic way. I'm motivated to create pleasant, easy, clear and inclusive experiences for digital products.

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## HARD SKILLS

- User Research
  - Information Architecture
  - Wireframing
  - Prototyping
  - Interaction Design
  - Usability Testing
  - UI Design
  - Mobile Design
  - Visual Design
  - Figma
  - HTML/CSS
  - Inclusive & Accessible Design
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## SOFT SKILLS

- Collaboration
- Goal-oriented
- Empathy
- Creative
- Reliability and dependability
- Takes initiative
- Communication
- Problem solving
- Organization
- Quick learning
- Critical thinking

## WORK EXPERIENCE HIGHLIGHTS

### INTERACTION DESIGNER

CampBrain | 2017 – Present

- Designed features alongside Product team, while collaborating with wider cross-functional Development team to solve and build the right features for flagship B2B SaaS and supporting B2C products
- Translated user requirements into sketches, wireframes, user interface mockups (low & high fidelity), specs, and ensuring user experience acceptability for quality
- Conducted user research to gather business and user needs and usability testing to validate concepts and usability; iterated to ensure improvement on function and usability of features

### PRODUCT DESIGNER

takecare19 | 2020

- Started, led, designed, branded, and managed this MVP website from inception to launch on a short timeline to thousands of visitors
- Collaborated with a developer remotely by providing user stories, scope, information architecture for the database, mockups, prototypes, visuals, specs

### DIGITAL AND WEB DESIGNER

byVivian | 2015 – 2017

- Led, organized, managed all aspects of the business – from administrative, organizational, marketing, lead generation, client support and project execution
  - Designed visual branding, graphics, and Wordpress websites for clients while managing all aspects of the projects and meeting scope of the project on time and client satisfaction
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## EDUCATION HISTORY

### RED ACADEMY

Diploma, UX Design Immersive | 2017

### UNIVERSITY OF TORONTO

Master of Arts, Sociology | 2010

### RYERSON UNIVERSITY

Bachelor of Arts, Sociology | 2009