

CHARMAINE YU

UX DESIGNER

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(416) 818-5676

EXPERIENCE

Consignment Specialist & Customer Relations Manager | 888 Auctions Inc.

JAN 2017 - SEP 2020, RICHMOND HILL, ON

- Liaised elevated issues regarding customer conflict or dissatisfaction
- Exhibited leadership by managing personnel of consignment dealings within the company
- Demonstrated organization by creating and maintaining a master list of 500 + consignment accounts

Instructor | Paint Nite

SEPT 2016 - MAY 2017, TORONTO, ON

- Demonstrated punctuality and organization through pre and post-class setup and takedown
- Displayed originality by curating step-by-step lesson plans, catered to new painters
- Responsible for creating a safe and enjoyable atmosphere for guests and venue partners

EDUCATION

BrainStation | Diploma, UX Design

SEP 2020 - DEC 2020, TORONTO, ON

Ryerson University | Bachelor of Fine Arts, New Media

SEP 2012 - JUN 2016, TORONTO, ON

PROJECTS

ServiceOntario App | UX Designer

<https://www.charmaineyu.ca/project/ServiceOntarioApp>

SEP 2020 - DEC 2020, BRAINSTATION, TORONTO, ON

10-week design challenge. A mobile app extension of ServiceOntario that offers personalized accounts to access and navigate through their services efficiently.

SKILLS

Figma, Sketch, InVision, Adobe Photoshop, Adobe Illustrator, Adobe InDesign, Adobe After Effects, Microsoft Word, Microsoft Excel

PROFILE

I am a Customer Service Representative turned UX Designer. My prior experience as a Customer Relations Manager is where I was exposed to the unlimited possibilities for customer experience improvements that can be made using UX design. My understanding of customer needs will be an asset in the field of user experience design.

LANGUAGE

Fluent in English and Cantonese