

Jeremy Tang

UX DESIGNER

jeremytang50@gmail.com

647-781-6370

[linkedin.com/in/jeremytang50](https://www.linkedin.com/in/jeremytang50)

PROFILE

I am a Store Manager with experience in managing IT for 56+ stores and 4+ years experience in customer service.

Through collaborative projects with company partners I developed an interest in UX and the potential to craft experiences that users will enjoy.

I am seeking new opportunities to be more creative and use my collaboration skills to deliver elaborate experiences for users.

SKILLS

- Figma
- InVision
- POP App
- G Suite
- Microsoft Office
- IT Management

EXPERIENCE

Store Manager | Real Fruit Bubble Tea

FEB 2019 - OCT 2020, MISSISSAUGA, ON

- Refined operations procedures by identifying and solving workflow bottlenecks resulting in more efficient operations
- Reduced food cost by managing story inventory and procuring sufficient materials for operations
- Resolved customer conflicts and defused difficult situations to ensure customer satisfaction
- Managed and trained a team of 10 people by communicating to ensure proper understanding of the products and tasks resulting in smooth operations

IT Coordinator | Real Fruit Bubble Tea

APRIL 2019 - FEB 2020, TORONTO, ON

- Enhanced workflow and increase sales by collaborating with the company's POS service and hardware providers in order to release 2 initial self-serve kiosk prototypes for the busiest locations
- Improved customer retention rate by collaborating with the company's POS service and hardware providers to complete and release a customer loyalty app
- Achieved greater customer satisfaction by managing customer loyalty accounts and resolving customer inquiries
- Resolved POS problems for 56+ stores by coordinating with store managers and employees to provide physical and remote support

EDUCATION

BrainStation | Diploma Candidate, User Experience Design

SEPT 2021 - DEC 2021, ONTARIO, CA

Ryerson University | Bachelors in Commerce, Minor eBusiness

SEPT 2013 - JUNE 2018, ONTARIO, CA

PROJECTS

BrainStation Capstone Project | UX Designer

SEPT 2021 - DEC 2021, BrainStation

- Developed an app concept to address the current problem space around online exploitation of young teens
- Created Low-Fidelity, Mid-Fidelity, and High-Fidelity wireframes and prototypes
- Conducted multiple user testing sessions to gather insights for further improvement and iterations of the app
- Researched the problem space to create a persona and experience map to determine opportunities for a solution