

Berger Pan

UX DESIGNER

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3+ years of customer service experience teaches me essential soft skills that help me communicate and understand people better. I desire to apply customer service concepts to my design and product. I believe that, with the technical skills I've learned from my education, I am one step closer to my dream of designing, or building, something reliable and influential that solves people's problems.

EXPERIENCE

Sales Associate | Movado

AUG 2019 - PRESENT, RICHMOND, BC

- Strategically achieved daily, monthly and yearly personal and store goals by maintaining customer relationships, professionally demonstrating products, and sharing product knowledge and promotions to customers
- Ensured proper presentation and organization of the merchandise by following the company standards

Sales Associate | Under Armour

DEC 2017 - NOV 2018, RICHMOND, BC

- Engaged with 500 customers daily during which I assisted with the product selection and the purchase processes, to ensure their needs were met
- Collaborated with teammates to maintain the standard of the store in the fast-paced environment, and achieve the company's daily sales goal
- Awarded Employee of The Month, August 2018

Summer Intern | EF Academy

JUN - SEPT 2016, THORNWOOD, NY

- Carefully planned several outdoor and indoor events for students to bring the community closer
- Designed aesthetic posters for promoting events around the campus using Adobe Photoshop
- Interacted and connected with international students to ensure they were adjusting well to the new environment
- Arranged a successful induction for 700 incoming international students

EDUCATION

BrainStation | Diploma Candidate, User Experience Design

JUL - SEPT 2020, VANCOUVER, CA

University of British Columbia | Bachelors in Cognitive Systems

SEPT 2017 - 2021, VANCOUVER, CA

SKILLS

Figma, Sketch, inVision, Principle, Adobe Creative Cloud (Photoshop, Lightroom, Xd), HTML, CSS, Java, C++, Microsoft Office Suite, Trello, Mandarin

PROJECTS

FeedForward | UX/UI Design

JUL 2020, DESIGN SPRINT, BRAINSTATION

A probable digital solution to household food waste, developed using Figma

Coastal Connect | UX/UI Design

AUG 2020, DESIGN SPRINT, BRAINSTATION & EY

A proposed digital solution to improve incoming international students' first-year university experience in a 100% remote learning environment due to COVID-19, developed using Figma