

Ka Man Melissa Lee

UX Design

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EXPERIENCE

UX Designer

Pro Referral, part of The Home Depot

Aug '15 - Oct '17 · Foster City, CA

- Lead designer on recently launched Pro Referral App (iOS and Android) to an audience of 14,000+, introducing new features such as Notes and Appointments.
- Worked closely with Product, Engineering and QA to balance requirements and timelines.
- Developed specifications and internal tools to improve collaboration between Design and Engineering, and to unify PR products under The Home Depot brand.
- Paired with Research to define and perform user testing, producing actionable insights.
- Facilitated ideation sessions and exploration workshops.

UX Lead

Capstone Project for Bloomberg L.P.

Jan '14 - Aug '14 · Pittsburgh, PA and New York, NY

- As a team, we developed an internal collaboration solution that enhances employee interactions.
- Process included research, synthesis, visioning, and iterative design.
- Final deliverables include interactive prototype, feedback video, research report, design specifications and website.

Web Developer

PacificLink iMedia, part of Accenture Interactive

Feb '12 - Jun '13 · Hong Kong

- Implemented multilingual websites to be cross browser and device compatible for over 20 clients.
- Mentored two junior staff on web development skills.
- Defined site architecture with project managers and designers.

Marketing Assistant

UC Berkeley Academic Services

May '08 - May '09 · Berkeley, CA

- Created publication designs for programs serving a community of over 9500.
- Organized a focus group and compiled data for analysis.
- Photographed staff and managed media resources.

EDUCATION

Carnegie Mellon University

Human Computer Interaction, Masters, 2014

University of California, Berkeley

Cognitive Science, Bachelors, 2010

SKILLS

Affinity Diagramming
Customer Journey Mapping
Competitive Analysis
Contextual Inquiry
Heuristic Evaluation
Guided Storytelling
Needs Validation
Personas & Scenarios
Prototyping
Task Analysis
Wireframes

TOOLS

Balsamiq, Omnigraffle
Illustrator, Photoshop, Sketch
Zeplin, Invision, Axure
Flinto, Principle
HTML, CSS, jQuery
Familiar with AGILE (scrum)

LANGUAGES

Fluent - English, Cantonese
Basic - Mandarin, French