

Melissa Lee

User Experience Design

<http://www.melissakmlee.com>
melissakmlee@gmail.com

experience

UX Consultant

Accenture Interactive · Hong Kong
Jan '19 - May '20

- Worked with local and multinational clients on various B2B and B2C projects, translating business requirements into designs.

Highlights

- Led the redesign of a loyalty engagement platform, and introduced a new payment feature.
- Facilitated multi-day workshops to train client employees and managers on design thinking methods.
- Established internal UX team onboarding program, which was completed by 7 new hires.

UX Designer

The Home Depot · Foster City, CA
Aug '15 - Oct '17

- Launched 7+ features as design lead on productivity app (Pro Referral on iOS and Android), working closely with product owner and engineers to balance requirements and timeline.
- Revamped other Home Depot Services products and launched rebranded MVP within 5 months.
- Paired with researchers to define and perform user testing, producing actionable insights.
- Worked with visual designers to develop a design system to be shared across multiple products.

Intern - UX Lead

Bloomberg L.P. · Pittsburgh, PA / New York, NY
Jan '14 - Aug '14

- Worked as UX lead for capstone project with Bloomberg in a team of 5.
- Developed an internal collaboration solution that improves employee interactions.
- Process included research, synthesis, visioning, and iterative design.
- Final deliverables included interactive prototype, feedback video, research report, design specifications and website.

Web Designer

PacificLink iMedia · Hong Kong
Feb '12 - Jun '13

- 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.
- Created graphic web assets and UI components.

Marketing Assistant

UC Berkeley Academic Services · Berkeley, CA
May '08 - May '09

- 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
Workshop Facilitation
Usability Testing

tools

Balsamiq, Omnigraffle
Illustrator, Photoshop
Sketch, Figma
Zeplin
Invision, Axure, Adobe XD
Flinto, Principle, FramerX
HTML, CSS, jQuery
Mural, Miro

certification

Professional Scrum Master I

languages

Fluent - English, Cantonese
Basic - Mandarin