

JULIET YOK YIN WONG MIN | DESIGNER

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OBJECTIVE

To collaborate in a diverse team with a strong focus on making positive impacts, digitally enabled customer experience and learning-sharing culture, where I can apply my creativity, design and entrepreneurial skills.

KEY SKILLS

Design skills

- Effectively applied design thinking, HCD and strategic thinking
- Familiar with a range of design software and digital platforms. E.g. Adobe Suite, Figma, Miro

Team work & Organisational skills

- Demonstrated ability to self-manage as well as work cooperatively in teams as a result of several employment role and volunteering positions
- Owning administrative and logistic tasks of projects while executing of design work
- Efficiently executed multiple projects at the same time

Communication skills

- Excellent written and interpersonal skills developed through customer interviews, workshop facilitation, written reports, and presentations.
- Fluent in English, French and Mauritian Creole

Computer skills

- Coding skills: HTML, CSS, Javascript, SASS, Processing IDE, Arduino
- Website and Low-code No-code: Mendix, Webflow, Wordpress

EXPERIENCE

Mar 2023 –
Current

Lead Designer/ Low-Code Developer (Full-time), *The Aquarium Professional Services (Sydney)*

- Lead the design team of Low-Code Lab at The Aquarium.
- Collaborate with other teams to implement business and go-to-market strategy of services.
- Lead and deliver design and digital transformation programs for clients. Clients' sectors include construction and engineering, insurance and not-for-profit.
- Conduct design research, co-design workshops, design walkthrough, product training.
- Prepare and present research findings, drafts design, deliverables and outcomes to internal teams and key stakeholders
- Build digital solutions using mix of low-code solutions such as Mendix and custom code

May 2021 – Mar
2023

Service Designer (Full-time), *The Customer Experience Company (Sydney)*

- Worked on CX projects with large organisations such as Hollard Motor Insurance, NSW Government, headspace Australia
- Apply HCD methods, for e.g. contextual inquiries, service safari to understand customers' needs and identify opportunity areas for product/service improvements
- Develop CX Toolkit such as customer insights, customer mindset, needs framework, journey maps
- Present research findings and project deliverables to clients and key stakeholders

June 2018 - Present	Service Designer and Graphic Designer (Casual Freelance), <i>The Common Purpose Collective (Melbourne)</i> - Worked in diverse team on projects with businesses, not-for profits, start-ups from different industries such as Yarra Riverkeeper Association, Australia Post, Alcohol and Drug Foundation, Ocean Kids Physiotherapy - Apply design thinking methods and create design tools such as journey maps and personas to develop experiences and products - Lead development of brand guidelines and templates
Oct 2019 – Feb 2020	UX Designer (Freelance), <i>Xcellerator (Melbourne)</i> Responsibilities - Improve the digital experience of users of the MeStudent.com platform - Design high fidelity interactive prototypes and wireframes - Collaborate and communicate with the IT team, marketing team
June 2018 – Dec 2018	RMIT O365 Ambassador (Casual), <i>RMIT University (Melbourne)</i> Responsibilities - Support RMIT staff in the transition to Office 365 from Google & Skype for Business - Be the point of contact on the floor for staff and help them solve the low-level technical issues

EDUCATION

2016 - 2020	Bachelor of Industrial Design (Honours), <i>Melbourne Australia</i> , RMIT University Awards: Honours 1st Class, GPA: 3.7
2009 - 2015	Secondary School, Cambridge O-levels & A-levels , <i>Mauritius</i> , <i>Dr Maurice Cure State College</i> Awards: Mauritius Examination Syndicate HSC Laureate

VOLUNTEERING

Jan 2024 - current	Committee Member and Website Design, Remote, Our Point 3
May 2018 – Jan 2022	Lead Graphic Designer, Committee Member & Performer, <i>Melbourne, Australia</i> , <i>Story Is Connection</i>
May 2019 – Feb 2021	Strategic Consultant & Graphic Designer, <i>Melbourne, Australia</i> , <i>VicWISE Inc</i>

OTHER ACHIEVEMENTS

Oct 2025	Lead a Good Design winning project - Bradken Workforce Planning App - Good Design
Apr 2021	Nominated for the Design Institute of Australia Graduate of the Year Awards 2021
Dec 2020	Completed the SheCodes Front-end and React Workshops
Oct 2020	Winning team in the NexStar Indonesia Sprint
Oct 2020	Winner - 2020 Storytelling Competition for International Students (visual), Melbourne Writers Festival

*References available upon request