

# 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 Illustrator, Photoshop, Indesign, XD, 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, presentations.
- Fluent in English, French and Mauritian Creole

### Computer skills

- Coding skills: HTML, CSS, Javascript, Processing IDE, Arduino
- Website and Low-code No-code: Wordpress, Wix, Mendix (Beginner level)

## EXPERIENCE

May 2021 -  
Present

### 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 safarh 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
- Create and conduct workshops with customers and stakeholders
- Present research findings and project deliverables to clients and key stakeholders
- Create concept and prototypes
- Improve internal processes such company on-boarding process and internal trainings
- Support internal sales efforts. This included attending potential clients meetings, supporting co-design workshops and creating written proposals and presentation

<b>June 2018 - Present</b>	<b>Service Designer and Graphic Designer (Casual Freelance), <i>The Common Purpose Collective (Melbourne)</i></b> <ul style="list-style-type: none"> <li>• 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</li> <li>• Apply design thinking methods and create design tools such as journey maps and personas to develop experiences and products</li> <li>• Create and support facilitation of co-design workshops and stakeholders session</li> <li>• Develop communication materials for workshops and trainings</li> <li>• Lead development of brand guidelines and templates</li> </ul>
<b>Oct 2019 – Feb 2020</b>	<b>UX Designer (Freelance), <i>Xcellerator (Melbourne)</i></b> Responsibilities <ul style="list-style-type: none"> <li>• Improve the digital experience of users of the MeStudent.com platform</li> <li>• Design high fidelity interactive prototypes and wireframes</li> <li>• Collaborate and communicate with the IT team, marketing team</li> </ul>
<b>June 2018 – Dec 2018</b>	<b>RMIT 0365 Ambassador (Casual), <i>RMIT University (Melbourne)</i></b> Responsibilities <ul style="list-style-type: none"> <li>• Support RMIT staff in the transition to Office 365 from Google &amp; Skype for Business</li> <li>• Be the point of contact on the floor for staff and help them solve the low-level technical issues</li> </ul>

## EDUCATION

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

## VOLUNTEERING

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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

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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
May 2020	Semi-Finalists of RMIT Adobe XD 2020

\*References available upon request