

## Skills

### Design & UI/UX

Figma, Adobe Photoshop, Adobe After Effects, Adobe Illustrator, UI/UX Flow Design, Wireframing, Prototyping, Iconography, Visual Layout, Motion Graphics

### Web Development

HTML5, CSS3 / SASS, JavaScript, Front-End Development

### Tools & Software

Microsoft Office Suite (Word, Excel, PowerPoint), Git, VS Code

### Soft Skills

Bilingual (Mandarin Chinese & English), Team Collaboration, Clear Communication, Self-Directed, Problem Solving, Multitasking, Adaptability

### Gaming

Extensive gameplay experience across multiple genres, game UI/UX analysis, community management, and content creation for gaming audiences

## Career Objective

Seeking the position of **User Experience (UX) Designer at Big Blue Bubble**, leveraging 5+ years of game industry experience at Digital Extremes and academic training in multimedia design and UI/UX.

## Education

Interactive Media Design  
Fanshawe College, London, Ontario, Canada  
Expected 2026

Concierge Services - Guest Relations Specialist  
Fanshawe College, London, Ontario, Canada  
September 2017

## Work Experience

Digital Extremes - Intermediate Customer Support Specialist  
London, Ontario, Canada  
2020 - Present

- Translate game-related content and communications from English to Simplified Chinese
- Respond to player support tickets, resolving issues efficiently and professionally
- Identify recurring player pain points and usability concerns through daily ticket analysis
- Maintain bilingual support documentation for consistent service quality

Hui Lau Shan & Pin Wei Xuan - London, Ontario, Canada  
Nov 2018 - Dec 2019

- Collaborated well with colleagues