

PROFESSIONAL EXPERIENCE

UX Researcher / Service Designer - Chiaki Design

Remote, part-time, contract | 10/2025 – Present

- Now assisting time-honored & well-known Taiwanese enterprise in the **digital transformation** and **optimization of its dispatching process** by workflow analysis of information transmission among stakeholders.
- Driving event planning company's **SaaS, web product development**.
- Conduct field studies, expert interviews to extract expert mental models, analyze systems' pain points, and prioritize user needs with Kano model.

UX Design Researcher - Vosyn

Toronto remote, full-time, contract | 09/2024 – 01/2025

- Responsible for the **end-to-end user experience and UI interface** of AI recommendation and AI-enhanced search in VosynVerse, an **all-in-one web product** powered by AI localization.
- Defined **user flows**, prototyped hi-fi wireframes, conducted **heuristic evaluation & 3 usability tests (dogfooding)** that informed roadmap decisions, supporting closed beta-ready platform delivery.
- Organized **design sprint**, defined structured checkpoints, and facilitated ideation session, reducing misalignment and improved on-time delivery.
- On behalf of UIUX team for **cross-functional** collaboration with software representative, and ensured design priorities and **accessibility** were reflected in product backlog refinement and sprint delivery.

AI Product-Service Design Intern - Business Next Media Group

Taipei, internship | 02/2023 - 07/2023

- Innovated the company's **1st AI video product and operational workflow** within **1 month**, increasing customers subscriptions by **2500+ in 2 weeks** (**↑25% channel reach**, 9860 subs total). The product has been running daily for **2+ years** and still in use by company today.
- Scouted technologies and conducted user analysis; proposed 2 alternative production processes and prototyped 3 AI-enabled solutions.
- Partnered with editors to design a hybrid production workflow (human supervision + automation), improving production efficiency (1 video per work day) and informing company's future vision of AI content services.

HIGHLIGHT PROJECT

Embodying Brave Space for Value-Centered Discussion

MSc Thesis, TU Delft | 02/2025 - 07/2025

- Designed Brave Space framework & 3 workshop modules, **facilitating collaboration for multi-stakeholders** to navigate value tensions.
- Conducted MVP workshops with entrepreneur teams and partnered on a Climate Fresk 3-hour workshop, validating facilitation strategies, promoting systemic thinking, and evaluating context adaptation.

Barco Space / collaborate with Barco, Belgium

MSc Design strategy project, TU Delft | 11/2023 - 01/2024

Designed for Barco's **business scalability** in the aviation industry and promoted operators' well-being in airside control room with **product strategy**.

SUMMARY

Strategic design researcher with hands-on experience across diverse product-focused environment, including web products development, AI startups, digital media industry, and UIUX design consultancy.

Skilled at tackling challenges end-to-end, from facilitating stakeholders' workshops, rapid prototyping, to final high fidelity execution as a cross-functional role.

Passionate about researching user experience to design behaviors and concepts, co-creating accessible futures, and enable joint values creation through collaboration.

EDUCATION

Delft University of Technology (TU/D), Netherlands

Master of Strategic Product Design - Engineering

09/2023 - 07/2025 | GPA 8.23/10

National Taiwan University of Technology, Taiwan

Bachelor of Industrial Design

09/2019 - 06/2023 | GPA 3.8/4.0

SKILLS

Language

English (Fluent: C1), Mandarin (Native), Dutch (A2)

Design & Research

Customer Journey, Wireframing, Usability Testing, Rapid Prototyping, A/B testing, User Research, Service Blueprint, Information Architecture, Multi-media Storytelling, Competitor & Market Analysis, Context-mapping

Cross-functional skill

Facilitation, Workflow Optimization, Data-driven Insights Communication, Experiment Design, Business Development

Software

Figma, MIRO, Notion, Trello, Jira, Adobe Suite, Framer, GenAI Tools, Vibe Coding, Prompt Engineering

AWARDS & PATENT

DIGI x TCA 2022 Global Digital Talent Awards

smart textile product-service and gamify rehabilitation

TISDC 2023 Product Design Category (Final List)

pumping | interactive stretching aid | design patent

LEADERSHIP & VOLUNTEER

Hii Association - Design Thinking Facilitator

Facilitated design thinking workshops that integrate positive psychology to foster open mental health conversations among students. | 09/2023 - 06/2024

LiveWell Lab - Co-founder / Social Designer

Raised public awareness in residential justice to 300+ people via offline exhibition with a social design board game. Published an article on Crossing Media, reaching 2500+ people online in a month. | 08/2022 - 05/2023