

WEB + EXPERIENCE DESIGN

CHARLENE HEW

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ABOUT

A UX designer who specializes in user research, UI design, and web design. I work well in both remote and office environments and adapt quickly to new teams. I am an efficient worker, an enthusiastic teammate, and always excited to learn.

SKILLS

Design

Figma Lookback
Photoshop InVision
Illustrator UI Design
Sketch Print + Illustration

UX + Research
User Testing
Web Animations

Basic Coding

HTML5
CSS3
JavaScript

Excellent Time Management

Trained 20 hours a week as a varsity swimmer at SFU while being a full-time student, working part-time, and maintaining a CGPA of 3.77/4.33. Have also demonstrated the ability to stay productive and focused while working full-time from home.

UX & DIGITAL

Lead UX/UI Designer

Nov 2019 – present

Niphtio, Inc. (Remote)

- Designed a new web app from the ground up in a young startup environment.
- Conducted market research, phone interviews, moderated user testing sessions, and surveys to gather insights for the product.
- Designed landing pages and recruited beta testers to validate target market.
- Collaborated closely with CEO, frontend, and backend to plan product success on the technical, design, and business side.
- Led design sprints and team workshops to brainstorm and prioritize features and helped plan roadmaps and product vision.
- Created the entire design system in Figma. Built and tested hundreds of low- and hi-fidelity prototypes.

UX Visual Designer

Jan 2018 – Aug 2018

Samsung R&D Canada (Vancouver, BC)

- Recreated illustrations for Samsung Knox technical documentation to be easier to understand and to match the updated style guide. Created icons and other visual assets for Samsung Knox marketing pages, as well as device- and server-side B2B products including admin portals, watch screens, and device authentication apps.
- Redesigned the icon family for the Samsung Knox product suite (on-going project).
- Designed posters, social media ads, slide decks, t-shirts, and other promotional material for recruitment ads, office-wide events, and internal prizes.

UX & Interaction Designer

Apr 2017 – Dec 2017

PolicyStat (Remote)

- Completely redesigned the interface, style guide, and information architecture of a legacy policy-management web app to make it responsive for all screen sizes, adherent to accessibility standards, and easy for hospital employees to use.
- Designed mobile-friendly solutions for word processing, sorting and filtering large data tables, and reading documents to support health care providers on the go.
- User tested each feature I designed on real clients to gather feedback and improve designs. Wrote questions and interviewed user testers to gain deeper insights.
- Created hundreds of mockups for desktop, tablet, and mobile screens using Sketch, and shared them with developers, designers, and sales teams for feedback.
- Coded HTML prototypes of my designs so they could be user tested.
- Wrote copy for emails, app content, and help articles for the support website.

eCommerce Website for Lighting Store

2019 – present

Maxilite Manufacturing Ltd (Remote)

- Completely redesigned the website for a lighting manufacturer to include eCommerce, interactive product customizers, and a brand new visual refresh.
- This website is used by hundreds of customers, sales agents, and other employees of the company and received incredibly positive feedback after the redesign.

Mobile App UX/UI Designer

2018 – 2019

Wikoda Sunflower Heliostat (Remote)

- Completely redesigned the interface of a mobile app that controls a heliostat via Bluetooth to make it more user friendly than the original.
- Used the physical product myself to understand how it worked and designed the app accordingly.

GRAPHICS & BRANDING**Lead Graphic Designer**

Sep 2018 – Dec 2018

SFU's Coast Capital Savings Venture Connection (Surrey, BC)

- Designed branding and print materials for 10 year anniversary celebration event with 250+ guests. Created social media graphics for Instagram posts and stories, Facebook and Twitter posts, and Eventbrite banners to promote upcoming events.

LANGUAGES

Native English speaker, working proficiency in Spanish

EDUCATION**International Exchange at Universidad de las Américas**

2019

Studied design and media arts courses for one semester in Mexico. All courses and projects were done completely in Spanish.

Bachelor of Science at Simon Fraser University

2013 – 2019

Majoring in Interactive Arts and Technology, concentrating in both Design and Interactive Systems. Awarded \$24,000 from the Gordon M. Shrum Major Entrance Scholarship in 2013. Received Dean's Honour Roll for Fall 2015, Spring 2015, and Fall 2014.