KELVIN NG

CONTACT

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⊕ kelvinux.com

ABOUT ME

Originally from the world of architecture, the motto **"form follows function"** has always driven me to practice and advocate user centred design.

My combined experience of over 10 years across design and sales, with 3+ of those living and breathing UX, giving me the tools to excel in any and all fields, both new and familiar. I am well versed in the full end to end UX process, from research to testing to delivery, as well as operations, and I am certain that I could bring immense value to your company.

EXPERIENCE

ReeceTech
2021-2024

● *UX Designer*

As the key UX designer for the Finding Products team, I led the team to bring innovative solutions to enrich the lives of our customers and branch network, helping them to find what they need from our extensive catalog of over 300,000 products. Alongside this work, I was actively involved in areas such as **Research and Design Operations**, helping to **build out our design system, manging our research governance practices and conducting UX education sessions** for both seasoned staff and placement students.

- **Stock avavilability:** Delivered live stock levels to the platform, **increasing order accuracy by 280%**
- **List substitutions:** Automatically replaced superceded items, **improving order accuracy by 10%**
- **Product page UI refresh:** UI overhaul for the higher traffic page, **increasing findability by 20%**
- **Cyclepic:** Implemented a crowdsourcing solution for our no. 1 problem of missing images
- **Synonym matching:** Strategic matching of highly techical terms, supplier tags and slang to products

Denton Corker Marshall
2019-2021

● *Architectural Assistant*

I held a full time position at DCM, where I worked on multiple large scale projects that ranged from infrastructure to education to architectural competitions in China. I was part of the team that **delivered a bid for Victoria's largest infrastructure project**, North East Link, where I was responsible for delivering structural, noise wall and buildings packages. I was also responsible for creating presentations, documentation, document control as well as standard plan, section, elevation and detail packages for other various projects.

Telstra
2017 -2023

● *Customer Advisor*

I held a sales position with Telstra, one of Australia's largest telecommunication companies, working in a retail store to provide solutions to customers. This has further increased my ability to **pitch ideas clearly and effectively**. It has also allowed me to quickly gauge opportunities for sales, needing to read the needs of a customer to recommend the most suitable package. This has also given me **extensive experience using a wide range of OS and CRM platforms**.

EDUCATION

The University of Melbourne
Bachelor of Environments

General Assembly
UX Design Immersive

ACHIEVMENTS

- *MHS Captain of Swimming*
- *National Coxwain*
- *State Swimmer*
- *Head of Marketing EdHour 2016-2017*
- *Melbourne Academics Head Designer 2016*
- *CYSM Lion Dance Performer 2017-2024*
- *UniMelb Mentor 2019*
- *General Assembly Mentor*
- *ReeceTech Hackathon Winner 2021-2024*

PERSONAL SKILLS

Software:

Figma
Jira
Adobe Suite
AutoCAD
Rhinoceros 3D
Sketchup
V-ray
Miro
Salesforce
Maze testing
Amplitude
Excel
Wix

Professional Skills:

User research	Design System
Workshop facilitation	Research Operations
Affinity mapping	3D modelling
Storyboarding	Project management
Wireframing	Document control
Prototyping	Sales strategy
Usability testing	Photography

Languages:
English
Chinese

Currently Learning:
HTML   JavaScript
CSS   Japanese

Scan for portfolio