

# RAPHAEL TSANG

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## (ASPIRING) UI/UX DESIGNER

A highly motivated product designer pursuing a Bachelor's degree in User Experience Design, with a background in customer experience and service. Redesigned websites professionally and academically using Adobe XD, HTML, CSS, JavaScript.



## Projects

### Furniture Galore

Analysis, redesign, and implementation of a bad website (responsive design).

### The Banking App

Concept banking application designed for international students and parents.

### Colour in Outfits

Interactive index of work/class/weekend outfits over the span of twelve weeks.

## Skills

### Communication

- Customer Experience
- Wireframing and Sketching
- Strong Interpersonal Skills

### Critical Thinking

- Copywriting
- Heuristic Evaluation
- Cognitive Walkthrough
- Attention To Detail

### Leadership

- Youth Group President
- IB "Group 4" Project Leader
- Camp Prefect

## Software

### Adobe Illustrator



### Adobe Photoshop



### Adobe InDesign



### Adobe XD



### Adobe Premiere Pro



### Microsoft Office and Google Drive



## Languages

English (Native)  
Cantonese (Native)  
Mandarin (Native)

## Education

### University of Melbourne B-Des in User Experience Design 2021 - present

- Weighted Average Mark: 85.00/100, Dean's List First Year
- Awarded Melbourne International Undergraduate Scholarship
- Featured in MSDx Winter 2021, Summer 2021, Summer 2022

### ESF Island School International Baccalureate 2013 - 2020

- 40/45 Points, Higher Level Subjects:  
7 Business, 7 English A: Language & Literature, 6 Chemistry

## Work Experience

### UNIQLO Co. Ltd. Sales Assistant 2022 - present

- Meeting and greeting all customers in a friendly manner
- Helping customers with any questions and purchasing advice.
- Exemplified keen awareness of store surroundings, maintaining merchandise and environment beyond company standards.
- Facilitated display and layout changes on the shop floor.
- Provided assistance and service in the fitting rooms.

### Abercrombie & Fitch Co. Brand Representative 2021 - 2022

- Responsible for daily store operation.
- Engaged with customers while remaining approachable.
- Communicated clearly, anticipated and responded to customer needs.
- Maintained excellent shop floor standards and cleanliness.
- Processed deliveries, maintaining tidy stock and back of house areas.

### Healthy Giant Limited Graphic Designer 2020 - 2021

- Designed packaging for 2 new product lines, 60+ leaflets and brochures.
- Built company website and advertising sticker for company van.
- Carried out product picture photography and touch-up for 30+ products.
- Composed and compiled product information through copywriting.
- Translated promotional materials between Chinese and English.

### Littleton Discovery Playgroup Playgroup Leader, Administrator 2020 - 2021

- Playgroup Leader of nursery class focused on developing (~3 years old) childrens' gross and fine motor skills, phonics, social skills, and creativity.
- Assisted and supported other teachers.
- Curated and managed daily social media posts.
- Fielding telephone calls, receiving and directing visitors, entering and maintaining records.

### Healthy Giant Limited Information Designer, Video Editor (Internship) 2018

- Produced and edited 10+ educational/promotional videos about products to be released on the company YouTube channel.
- Designed promotional leaflets of products.
- Transcribed subtitles for new and existing videos in Cantonese.