

# YUN JUNG TSAI

蔡昀容



## ABOUT



rosetsai1209@gmail.com



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I am familiar with User Research, having great experience in planning and executing qualitative and quantitative research. Working in a design consultancy, collaborating with companies in various industries, including banking, healthcare, electronics factory.

I am good at translate user needs into actionable plans for development teams, and drawing clear and attractive infographics to convey complicated insights and abstract concepts.

I have a good collaboration with people in different domains such as Engineering, UI Designers, and Sales. Furthermore, I view myself as a brave and open-minded person who is willing to step out of my comfort zone and tackle all the challenges.

## CAPABILITIES / SKILLS

### SOFTWARE

Adobe Illustrator  
Adobe Photoshop  
Axure  
Figma

### PROFESSIONAL

User Experience Research  
Business Strategy  
Branding  
Visual Design

### LANGUAGE

Mandarin  
English

## EDUCATION

- 2019 - 2017  
**Delft University of Technology**  
Strategic Product Design (Master)
- 2016 - 2012  
**National Kaohsiung Normal University**  
Department of Industrial Design (Bachelor)

## EXPERIENCE

- Present - Feb 2019  
**insight, Taiwan**  
UX Researcher  
Responsible for planning and executing user research  

- Feb 2019 - Sep 2018  
**KLM Royal Dutch Airlines, The Netherlands**  
Student designer  
Responsible for internal collaboration improvement  

- Jan 2018 - Oct 2017  
**Cases on tour, Study association i.d., The Netherlands**  
Publicity of Committee member  
Responsible for the promotional materials  

- May 2017 - Sep 2016  
**CCDM Design Consultancy, Taiwan**  
Internship  
Responsible for online marketing  

- Sep 2015 - July 2015  
**Maxcable, China**  
Internship  
Responsible for product development  


## HONOR

- 2018  
**Dutch Design Week**  
Exhibited project: Lavoro
- MOE Scholarship Program for Overseas Study, Taiwan**  
Participate  
Final ranked: 10/30
- 2016  
**ETS TOEFL iBT**  
Grade: 97
- 2015  
**Maxcable creative cable product contest**  
Silver Award