



# Ben Ng Kuan Lim

Multilingual UI/UX Designer

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Malaysia

## WORK EXPERIENCE

### UI Designer (Project)

for UpOnly team

*Mar 2023 – present in MY / PH*

Designed UI for social betting App, Website and Backoffice together with product managers and other designers.

Cooperation across departments in creating company assets (mascots, logo and icons) used throughout the project.

Bridging the communication gap in the projects across departments (between Chinese from China and English speakers from other countries).

### UI & UX Designer (Full-time)

for Intex Networking Sdn Bhd

*Mar 2021 – Mar 2023 in Selangor, MY*

Carried out usability evaluation on the back-office platform and website, initiated user interview online, survey, proposal & iterative improvement.

Designed web app platform, simple enough to help user to analyse their business status and obtain data insights.

Took part in designing government research back-office platform (IYRES), to help user to organize projects and survey building function, together with mini-app for enumerator.

### UI & UX Designer (Full-time)

for Signature Snacks Sdn Bhd

*Jan – Mar 2021 in Kuala Lumpur, MY*

Performed usability evaluation on the website, initiated improvement plan & workflow planning as the first UX designer.

Redesigned pages of the website to improve usability, implement designs in HTML CSS and hands off to developers.

## EDUCATION

### Bachelor Of Chemical Engineering with Honours

*UCSI University Malaysia*

Graduated in Aug 2019

## PROFICIENCIES

### Tools

Adobe XD, PS, AI, Figma, Sketch

### Skills

Wireframing, Interface Design, Prototyping, User Research, Usability Testing, Interaction Design, Visual Design, Competitor Analysis, Surveying

### Soft Skills

Adaptable, Critical Thinking, Teamwork, Analytical Skill, Problem Solving, Communication

### Basic Knowledge

HTML5, CSS3, SASS

## LANGUAGES

Chinese (and dialects), English, Malay, *currently learning Japanese.*

## **WORK EXPERIENCE**

### **UX Research / Design Volunteer (Part-time)**

volunteer experience

*Jul – Sep 2020 in Penang, MY*

#### *1. Campur Penang Project (website design)*

Surveying both local and non-local tourists' to identify pain points, needs and concerns using a website.

Produced wireframes to provide visual understanding for stakeholder and the marketing team in order to provide useful content.

Proposed content strategy by prioritize the content structure based on the business goal and user research findings.

#### *2. JuzPost Project (feature conceptualization)*

Analyzing behavior of autodidacts' in using online course platform.

Conceptualize the idea into a feature to solve autodidacts' behaviour problem by adding features and improving reading experience.

### **Technical Sales Engineer (Full-time)**

for Dynacraft Industry Sdn Bhd

*Sep 2019 – Mar 2020 in Penang, MY*

Provided alternative process route / materials to customers and alternative plan during the company are facing hiccup.

Addressed customer needs, project manage and followed up internally and externally.

Planned proper estimated lead time for the project's process timeline together with engineers and planner.

### **Production Technician (Internship)**

for ER Mekatron Sdn Bhd

*Sep 2017 – Dec 2017 in Penang, MY*

Enhanced problem solving skills by providing customized solution to many multinational companies in Malaysia & Singapore.

### **Industrial Hygienist Consultant (Internship)**

for Amcen Lab Sdn Bhd

*Sep 2016 – Dec 2016 in Penang, MY*

Improved analytic skills by providing various industrial consultant services including monitoring and assessment.

Gained standard industrial knowledge from CHRA, Chemical Exposure Monitoring, Noise and LEV assessment at clients' factories in the northern region in Malaysia.