

EDUCATION

Academy of Art University (AAU), San Francisco, USA September 2025 - Present
Master of Arts in Interaction & UI/UX Design

Fashion Institute of Technology, SUNY, New York, USA August 2021 - May 2023
Associate Applied Science degree in Fashion Design
GPA: 3.59/4.0, Dean's list, Cum Laude

Shih Chien University (USC), Taipei, Taiwan September 2013 - June 2017
Bachelor of Business Administration degree in Fashion Business Management
GPA: 3.77/4.0

PROFESSIONAL EXPERIENCE

Dewar Western Inc, Edmonton, Canada September 2024 - May 2025
Industrial Sewing Technician

- Operated machines to join sections of garments or other articles into finished products on a piece-work or production basis.
- Handled basic administration affairs, regular system maintenance, supervisor assigned matters.

Starlux Airlines, Taoyuan, Taiwan June 2023 - July 2024
Ground Agent

- Achieved a record of zero customer complaints and zero visa transaction errors (top of the ground agent team) by patiently identifying customers' pain points and providing effective solutions
- Increased processing efficiency by 50% by optimizing operational procedures and closely monitoring daily passenger loads for each flight
- Improved passenger check-in experiences by addressing individual needs and establishing personal connections

BY. Bonnie Young, New York, USA January 2023 - April 2023
Womenswear Design Intern

- Accelerated production timelines by 50% by proactively collaborating with the design team on inspiration, trend research, and product operations.
- Supported the Design Director in developing the new seasonal collection by conducting market research and selecting optimal fabric, print, and trim details to enhance customer loyalty
- Collaborated with the design team to ensure the collection's quality and fit consistency, and coordinated with the factory to meet shipping schedules
- Maintained data in PLM system, and supported daily workflow

Huan Yu VIP Terminal, Taoyuan, Taiwan September 2017 - August 2019
Guest Relation Officer

- Reduced client wait times by 75% during check-in, security screening, immigration, and customs by proactively preparing customer lists and all necessary documents in advance
- Provided excellent service by interacting with assigned clients and remembering their preferences to facilitate prompt responses to questions, inquiries, or issues
- Promoted company membership products and increased sign-ups by identifying customer preferences and pain points and providing professional service to address their needs

SKILLS AND ACHIEVEMENTS

Languages: English, Korean, Mandarin Chinese (Native)

Tech Skills: Adobe Design Suite (Photoshop, Illustrator), Figma, Microsoft (Word, Excel, PowerPoint, Outlook), PLM