

Kay Tang

A collaborative problem-solving UX/UI designer. I am passionate about designing user-centred digital products that make people's lives easier.



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Skills

Tools

Figma
Sketch
Axure RP
Miro
Trello
Dovetail
UserZoom
Optimal Workshop
Pendo

Methodology

UI/UX Design
Interaction Design
Wire-framing
Prototyping
Information Architecture
Agile Methodology
User Centred Design
User Research
Usability Testing
OOUX Process
Accessibility (WCAG)
Inclusive Design

Experience

Lead Product Designer | JLL Technologies

Jul 2023 - Present

- Collaborated with a multi-disciplinary team in the development of a redesign of valuation products in the new company brand
- Developed and implemented design strategies to build products with the new design system, which resulted in a development of the brand new storybook used across multiple product teams, saving time and ensuring products maintain consistency in brand guidelines
- Championed and facilitated user research buy-in across the business stakeholders conducting user interviews and surveys to gather insights, and validate design decisions
- Fostered a culture of inclusive design and accessibility through coaching and mentoring on accessibility best practices

Senior Product Designer | JLL Technologies

Oct 2021 - Jul 2023

- Led the design strategy and vision for 2 valuation products Valorem and PIX Search
- Took ownership of strategic initiatives to develop new features, collaborating with developers, QA and product teams to define product requirements and user needs
- Built strong collaborations with cross-functional teams to deliver solutions that meet business objectives and exceed user expectations
- Iterated on designs based on technical constraints, business requirements and user feedback
- Evangelised, influenced and educated designers, product and developers on the value of accessibility and inclusive design
- Managed 2 agency designers, overseeing project timelines and ensuring deliverables met quality standards.

Senior Product Designer | Medidata Dassault Systèmes

Aug 2019 - Oct 2021

- Lead UX designer for Dashboards for clinical trial applications
- Planned, designed and executed user research activities to support designs, gathering insights and analysis
- Advocated for inclusive practices and enforced the importance of accessibility across the design team, implementing changes to the design system
- Launched an inclusive design community within the organisation to educate, collaborate and share best practices

Education

2024

How to Design for
Accessibility for UX
Designers

2023

Object Oriented UX
(OOUX) Fundamentals

2021 | The Interaction Design
Foundation

Mobile User Experience
(UX) Design

2021 | The Interaction Design
Foundation

Accessibility
How to Design for All

2019 | Web Design Academy

Web Accessibility
Fundamentals

2018 | Nielsen Norman Group

Design Tradeoffs & UX
Decision Frameworks

2018 | Nielsen Norman Group

The Human Mind &
Usability

2015 | Open University

User Experience for the
Web

London Metropolitan University

BA (Hons) Marketing

Interests

Jogging

Tennis

Baking

Travelling

- Facilitated training sessions and workshops to onboard new team members to ensure seamless acclimate to team culture and project workflows
- Managed a junior designer providing guidance, support and opportunities for growth
- Mentored and coached the UX interns, providing support on design principles, and best practices for 2 years running
- Designed intern projects aimed at solving real business needs, providing hands-on experience and ownership

UX Designer | Medidata

Aug 2017 - Aug 2019

- Sole UX designer for 2 clinical trial management applications
- Adapted UX design processes and methodologies to fit within an agile development framework
- Collaborated with product owners, developers and stakeholders to prioritise user stories and define acceptance criteria for design features
- Iterated on complex design solutions through mockups and prototyping rapidly based on feedback addressing constraints and dependencies
- Participated in sprint planning, stand-ups and sprint reviews providing insights and design processes
- Initiate and conducted user research to validate ideas

UX Designer | Thames Estuary Partnership (Charity)

Nov 2016 - Jul-2017

- Conceptualise and executed the UX and UI redesign solution for the website
- Engaged with stakeholders, communicating design and recommendations and iterated designs as and when required
- Created site maps, wireframes, mock-ups, prototypes and journey mapping to support ideas

UX Designer | First Effect - Freelance

Mar 2013 - Oct 2016

- First Consultants – Consulted, designed a responsive website
- Culinary Concepts – Designed a food costing app
- Rear Group – Consulted and designed a responsive website

Customer Relations | Buy a Gift - Contract

Jul 2013 - Jul 2017

- Whilst working in customer relations I advocated for a user-centred approach sharing knowledge in UX design for the website
- Proactively pursued training and development opportunities to transition into UX design by initiating user research projects and redesigns of the website
- Worked closely with marketing and designers to translate business problems and requirements for design improvements
- Enhanced user traffic, interactivity and increased conversations of short breaks by providing solutions for new navigation