

Macy Lau

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GitHub: github.com/macylau

Portfolio: <https://www.macylau-portfolio.com/>

SKILLS

- **Programming Languages:** HTML, CSS (SASS and Tailwind), JavaScript, Svelte
- **Programming Tools:** VS Code, Visual Studios, Dreamweaver, XCode, Eclipse
- **Design Tools:** Figma, Adobe XD, Sketch, Photoshop, Illustrator, InDesign, Premiere Pro
- **Languages:** Native Cantonese, fluent English and Mandarin Chinese
- **Technological Skills:** Wireframing, prototyping, graphic design, video editing

EXPERIENCE

Business Support Representative - Mandarin/English (North America)

July 2021 - Present

Nu Skin | Provo, Utah, United States

- Provides exceptional service in Business, Sales, Technical, and Product Support
- Educates Nu Skin Brand Affiliates on advanced business strategies
- Mentors Sales Support agents to facilitate their career advancement to Business Support agents
- Resolves complex problems on an individual basis, employing effective de-escalation techniques to transform unsatisfied customers into loyal advocates

UX Design Intern

WikiCharities | Bountiful, Utah, United States

January – May 2023

- Conveyed design concepts through sketches, wireframes, and high-fidelity prototypes
- Created user test plans, conducted evaluations and translated insights into user experience
- Acquired new skills in web element creation and formatting to support project objectives
- Designed and developed the website, resulting in improved overall user interface and experience

Project Supervisor

September 2018 - September 2019

Babekiss International Co. Limited | Hong Kong

- Created and maintained the company's website using Wix
- Monitored staff performance and the operations of the events
- Interviewed new applicants; arranged training and drill for new staff
- Scheduled shift table of 20-30 staff for the events in different locations
- Arranged materials and manpower for the events in DFS Group in Hong Kong

EDUCATION

Utah Valley University

Spring 2022 - Fall 2024

Bachelor of Science in Web Design and Development

GPA: 3.97

Community College of City University (Hong Kong)

Associate of Science in Creative and Interactive Media Production

2013 - 2015