

# Designer | Traveler | Language Enthusiast



lichenyantom@hotmail.com



lichenyantom.com



linkedin.com/in/lichenyantom/

Nelson Mandela said "If you talk to a man in a language he understands, that goes to his head. If you talk to him in his language, that goes to his heart." As a passionate traveler, I am keen on learning the local language and talk as locals. In terms of design, I follow the same philosophy of speaking the same language as the users to build empathy.

## EXPERIENCE \_

Renovation Brands LLC., Remote

- Optimize conversion rate on the B2C side of the business and improve sign-up rate on the B2B end
- Conduct quantitative research through analytics and qualitative research with various stakeholders
- Build information architecture for the e-commerce websites and improve visual presentations
- Plan and report A/B testings and usability testings in agile development environment
- Develop design systems for portfolio brands

### Industrial & Experience Design Intern 05.2019 - 08.2019

Kohler Co., Kohler, WI

- Researched megatrends and customer interaction experience with Kohler brand
- Designed a future retail experience intending to acquire customers at the front stage

## **Product Designer** 06.2017 - 05.2018

Group III International Inc., Pompano Beach, FL

- Created backpack designs for the 2019 "Back to School" season
- Researched color and material in belts and wallets design for Target buyers
- Photographed backpack and accessories samples and processed pictures for customers
- Designed an archive system to manage backpack and accessory samples

## Industrial Designer | 08.2014 - 05.2015

The Ohio State University Center for Automotive Research, Columbus, OH

- Designed and modeled the electric racing motorcycle RW-3 fairing with the aerospace engineering, mechanical engineering, and electrical engineering teams
- Manufactured the fairing with the aerospace engineering team

## SKILLS -

- Figma and Adobe XD
- Google Analytics
- Hotjar
- Adobe Creative Suite
- Basic HTML and CSS
- Digital and hand sketching
- 3D modeling
- Rapid prototyping
- English, Mandarin, German

### EDUCATION -

## MFA in Integrated Design | 05.2020

College for Creative Studies, Detroit, MI

Overall GPA: 3.68/4.00

#### BS in Industrial Design | 05.2017

The Ohio State University, Columbus, OH

Overall GPA: 3.77/4.00

## HONORS -

- Indigo Award 2022 Gold Winner
- iF Design Talent Award 2021
- 2017 Industrial Designers Society of America (IDSA) Student Merit Award and IDSA Central SMA Finalist