

ANNYLAM

CONTACT

- ☎ +61 414 802 812
- ✉ annylam.hi@gmail.com
- 🌐 www.linkedin.com/in/an-ny-lam
- 🌐 www.annylam.com

SKILLS

- Figma, FigJam
- Adobe Photoshop, Adobe Illustrator
- Squarespace
- Design Thinking
- Wireframing
- Research

EDUCATION

UI/UX PRODUCT DESIGN

Keyframe Multimedia School

Sep 2022 - Current

GOOGLE UX DESIGN

PROFESSIONAL CERTIFICATE

Coursera

2023

BACHELOR OF BUSINESS

University of Technology Sydney

2018 - 2020

LANGUAGES

- English
- Vietnamese
- Mandarin

WORK EXPERIENCE

UX/UI DESIGNER

July 2023 – Current

Freelance

Project: *EstateEdge Sales Kit* - The ultimate sales companion for real estate agents, designed to boost productivity and elevate customer interactions.

JUNIOR UX/UI DESIGNER

Mar 2023 – Sep 2023

Cinvest | Vietnam | Remote

Project: *Cinvest Ecosystem* - a platform connecting startups with investors and a range of financial service providers. The main features include: Electronic news portal and social network, crowdfunding service for startups, and real-time market data service.

- Worked closely with senior members of the design team to develop and refine design solutions.
- Translated wireframes into high-fidelity UI designs that align with branding guidelines and user expectations.
- Organized and structuring content to ensure intuitive navigation and usability.
- Effectively communicated design ideas and concepts to stakeholders and team members.
- Assisted in preparing SRS and BRD.
- Worked closely with developers to implement designs and address any design-related issues during development.

SALES & SERVICE CONSULTANT

Feb 2022 – Jul 2022

IAG | Sydney

- Managed customer calls in a timely and efficient manner.
- Built authentic relationships with customers.
- Accurately managed customer expectations and collaborated with other departments when required to help customers with any issue regarding their insurance.
- Precisely recorded detailed customer interactions and processed account information.

ASSISTANT ACCOUNTANT

Jul 2019 – Dec 2021

Paul Huy Nguyen & Co Pty Ltd | Sydney

- Managed client bookkeeping services and taxation enquiries.
- Performed bank reconciliation and followed up with clients to resolve transaction variances.
- Prepared quarterly BAS/IAS, Income Tax Returns for multiple entities.
- Liaised with clients and accountants to prepare FYE reports.
- Provided training and set up payroll reporting procedures for clients to self-manage their payroll.