Junlong Ruan

Web Designer and UX/UI Designer

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Highlights of Skills

- 4+ years of experience in Website Design, development and maintenance
- 4+ years of experiences in UX/UI Design
- 2+ years of experience in customer support services/CRM
- 2+ years of experience in sales and business management
- Professional skills: HTML5, CSS, JS, UX/UI Design, Wordpress, PHP, Drupal, SQL, DNS, SFTP, Google Workspace, Microsoft Office, Adobe Photoshop and Illustrator, Web development skills, Search Engine Optimization, Web Analytics and more
- Strong knowledge of Microsoft operating system architecture, MacOS
- Languages: English, Mandarin, Cantonese

Education

University of Toronto Mississauga - Honors Bachelor of Arts   Apr 2022
- Major in Communication, Culture, Information & Technology
    - Website Design & UX/UI Design
    - Studied web development and Done projects involved HTML5, CSS, JS, Wordpress, PHP, Drupal, CMS, SQL, DNS, SFTP for 3 years
- Major in Linguistics

Sheridan College - Certificate of Digital Communication   Apr 2022

Bayview Secondary School   June 2018

Professional Experience

Website Designer & Software Manager (Full-Time)   Sept 2022 - June 2023
Flame Studio, Richmond Hill
https://www.flamestudiotoronto.com/

- Designed company's website wire frame from scratch independently with Figma and discussed progress with management team on a regular basis by sketching website blueprint, choosing color schemes, formatting webpage layouts resulting in a dynamic and creative visual website representation of the company
- Built and launched company's website on Wordpress by refining and implementing designed webpages, hosting website on Google Cloud Platform Web Hosting Service resulting in improved online user flow and thus, more potential customers

- Established accessibility by enabling responsive webpages, adding images' alt attributes, choosing the suitable text visual properties, assigning heading levels, composing website in multiple languages resulting in a better and more accessible user experience
- Maintained website by saving backups regularly, testing usability, evaluating accessibility and debugging issues on a weekly basis resulting in website stability
- Managed mobile application by inputting customer information, arranging classes and services according to customer needs, establishing application interfaces in English and Chinese resulting in an enhanced customer mobile accessibility and experience

Technical/Customer Support (Part-Time Remote)   June 2018 - June 2020
Bollua Fashion Group Company Limited, Hongkong
- Provided customer support by effectively communicating and solving problems on products and addressing questions or concerns via phone, email, and online chat, resulting in an enhanced company reputation, customers having a clearer understanding of the company and products, thus, potentially gaining a higher sales revenue
- Conducted technical support by resolving technical issues of the online store, application and company website encountered by customers resulting in an improved online user experience and a more reliable online platform
- Organized customer documentation by recording customer interactions, inquiry and technical solutions in a ticketing system resulting in a neat documentation history for future reference
- Maintained online store and company website by testing usability, evaluating accessibility and debugging issues on a weekly basis resulting in website stability

Chef Assistant(Part-Time)   Sept 2016 - June 2018
Maxim Bakery & Restaurant, Richmond Hill
- Assisting in food preparation such as chopping vegetables, portioning ingredients, and preparing sauces or dressings
- Supporting the chef in cooking tasks, which might involve grilling, baking, frying various dishes
- Maintaining cleanliness, ensuring the kitchen is organized, and following proper food safety and hygiene protocols
- Keeping track of ingredients and supplies, ensuring they are stocked and ready for use

Food Courier(Part-Time)   Sept 2018 - Present
Skip The Dishes
- Receiving orders from restaurants and collecting the food for delivery
- Safely transporting the food to the designated delivery address within the specified time frame

- Providing excellent customer service by being polite, professional, and ensuring a pleasant delivery experience

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Skills
- Web Development: Wordpress, Drupal, CMS, SharePoint, Joomla, HTML5, Bootstrap, CSS, JS, React, jQuery, AODA/WCAG 2.0
- Coding: SQL, MySQL, C++,
- User Experience: UX/UI Design, Testing, User Testing, Guerilla Testing, A/B testing, Usability Testing, Surveys
- Softwares: Windows 10 and 11, MacOS, Google Workspace, Microsoft Office 365, Zoom, Discord
- Advanced Softwares: Adobe Photoshop, Illustrator, inDesign, Figma, Logic Pro, Final Cut Pro, AutoCad
- Customer Relationship Management