

# Yiner Zhou

**UI/UX      Healthcare      Intellectual Products**

I am a Service Designer, with hybrid knowledge in industrial design, material, and product manager. I help clients quickly build products with deep insights.

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## INTERNSHIP WORK

### **Tezign • NPS • Standard • Ai matching • DAM • Product Manager**

2021.5 - 2021.9 (create content and digital asset management)

- 1 Analyze monthly NPS data to set strategy, reducing detractors.
- 2 Creative industry is often difficult to standardize, I adjust the granularity of the standard refinement and make accurate quotations.
- 3 Cooperate with Ai team to intelligently match algorithm logic, reuse existing business tracing experience and output designs.

### **Accenture • UK BP • ToB mini program and web • Design Lead**

2020.12 - 2021.4 (Launched in 2021.4, WAU 400)

- 1 Solve the current situation of huge sales data, low completion rate, and poor quality in both internal and external offline work. Introduce TASK to unify data with the same goal for making decisions.
- 2 Design questionnaires, interview front-line-fighters and sort out storylines and persona. Determine functional architecture diagrams, draw wireframes, iterate 7 prototypes and permissions configuration.
- 3 Correspondence master and purchased data with developers. Co-authored 20-page function document with the manager. Responsible for testing, manuals, and thousands of user training.

## FOCUSED COURSEWORK

### **With U • Intelligent Catheterization Device Service • Team Leader**

2019.7 - 2019.11 (National Utility Model Patent)

- 1 Conduct detailed qualitative and quantitative research to study urinary retention and the current limitations of medical equipment.

### **Dream Classroom • Online Support Education • Product Manager**

2018.7 - 2019.4 (Sony Dream Classroom, published on Jiefang Daily)

- 1 Negotiate with different companies to raise sponsorship and sort out the needs in rural areas to develop several online courses for students.

### **Dancing Finger • Visualized Hand Rehabilitation • Team Leader**

2018.3 - 2020.3 (2018 National Innovation Training Program)

- 1 Cooperate with hospitals and rehabilitation center to establish a suitable hand gesture online. Coding and collecting finger data.

## EDUCATION

### **Tongji • BA in Industrial Design**

September 2017 - June 2021

4.66/5 (top 5, honored graduate)

### **University of the Arts London •**

#### **MA Service Design**

September 2021 - December 2022

QS ranking top 2

## AWARDS

**National Utility Model Patent • 2021**

**Red Dot Concept Design • 2020**

**The James Dyson Award • 2019**  
International Top 20, National 2

**China-US Youth Maker Competition • 2018 Top 12**

**Shanghai Student Industrial Design Competition • 2019 2020**  
First Price

## SKILLS

### **Design**

Ideation, Axture, Visio, PPT, Photoshop, Illustrator, Premiere Pro, After Effects, Figma, Modao, C4D, Blender, Keyshot rendering, 3D printing, Laser Cutting

### **Research**

Survey, Interview, Persona, Journy Map, Quality Management

### **Development**

Arduino, Processing

### **Communication**

English (IELTS 7) and Mandarin, Management, Presentation, Story Telling, Leading, Workshop