MING LUN **CHAN**

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I am a Principal UX Designer based in London with over 20 years of experience in UX design and leadership. My career across London and Hong Kong has sharpened my skills in **UX design**, **UX strategies**, **web development**, **user research**, and **product management**. With a strong technical background, I bridge the gap between design and development, ensuring seamless integration of usability and aesthetics.

WORK EXPERIENCE

dxw, London

Principal Interaction Designer
08/2022 - present

- Leading the dxw interaction design team through line management, community building, mentoring, and supporting internal work.
- Key contributor to project and resource management, as well as recruitment and onboarding of new team members.
- Driving UX design and accessibility on public sector projects, including:
    - *Department for Education (DfE)*: User-Centred Design Cross-Cutting Team
    - *Department for Education (DfE)*: Regional Services Division Design System
    - *Department for Education (DfE)*: Manage Free School Projects (Beta)
    - *Department for Education (DfE)*: Manage Free School Projects (Discovery & Alpha)
    - *Department for Education (DfE)*: Prepare for Conversions and Transfers (Beta)
    - *dxw*: Accessibility Manual

Senior Interaction Designer
07/2021 - 08/2022

- Acted as the senior interaction designer on public sector projects, providing mentorship to design team members in design and prototyping.
- Led UX design and accessibility efforts on public sector projects, including:
    - *BEIS (Department for Business, Energy & Industrial Strategy)*: Regulated Professions Register (Beta)
    - *Ministry of Justice (MoJ)*: MoJ Intervention (Alpha and Beta)

- *Settle Social Housing*: [Website Revamp](#)
- *Global Interagency Security Forum (GISF)*: [NGO Security Toolbox PWA](#)

Interaction Designer
08/2018 - 07/2021

- Served as an interaction designer on public sector projects, leading UX design, accessibility, and front-end development.
- Key projects included:
    - *UK Research and Innovation (UKRI)*: [Websites Consolidation and Revamp (Alpha and Beta)](#)
    - *Department for Education (DfE)*: [Teaching Vacancies](#)
    - *Hackney Council*: [Teaching Vacancies](#)
    - Other clients: Crown Commercial Service (CCS), Department of Health and Social Care (DHSC), Southwark Council, the Judiciary, GDS Blog and Campaigns, and the Ministry of Justice (MoJ).

Skywire Studios, London
Senior Interactive Designer
10/2012 - 03/2018

- Skywire Studios is a marketing, advertising, and creative agency. I was responsible for UX and visual design for clients' fashion and luxury e-commerce sites, as well as creating digital marketing artwork. I was also occasionally involved in front-end development.
- Led visual and interaction design on client projects, including:
    - *De Beers*: [UK Appointment Booking](#)
    - *De Beers*: [UK Advertising Campaigns](#)
    - *Ede and Ravenscroft*: [E-Shop Redesign](#)
    - *ProQuip Golf*: [E-Commerce Site Design](#)
    - *Hammersmith & Fulham Adult Learning and Skills*: [Service Website Design](#)
    - *English Premier League*: [Premier League Kids](#)
    - *Cordings*: [Online Store and Newsletters](#)
    - *Heidi Klein*: [Newsletter Design](#)

Linkdex, London

Design Consultant (part-time)
02/2012 - 10/2012

- In charge of interface design of company's SEO products. Work on in-house graphic design projects and animation occasionally.

Simplify Digital Limited, London

Senior Creative Designer
01/2010 - 09/2011

- Chief designer for the company's broadband comparison website and white-label partner sites. Responsible for site interaction, user journeys, art direction, visual design, and company branding. Also occasionally led front-end coding. Clients included the Guardian, Telegraph, MSN, Sky, Virgin Media, BT, and others.

Yahoo!, Hong Kong

Assistant Product Manager
01/2009 - 11/2009

- Responsible for media product management and product direction, including contents, user experience and marketing strategies. Content scope: Yahoo! HK News, Finance, Sports and Travel.

Advertising Technology Specialist
10/2006 - 12/2008

- Responsible for rich media advert delivery, including project management, technical consultation, and implementation. Led Flash, HTML, and video production consultations for all advertising partners and clients.

Golden Dynamic, Hong Kong

Web Designer
03/2005 - 08/2006

- Served as the chief designer for both in-house and client projects, including websites, WAP sites, kiosks, offline promotions, and video and audio productions. Clients included 3HK, HMV, Universal Music, AMC Cinema, Broadway Cinema, and more.

HSBC, Hong Kong
Contract Analyst Programmer
11/2004 - 02/2005

- Responsible for the development, testing, coding and maintenance of Management Information Systems.

Bank of China, Hong Kong
Programmer
06/2001 - 11/2004

- Responsible for the planning & design, development, testing, coding and maintenance of Foreign Exchange / Precious Metal / Security Trading Systems.

EDUCATION

Goldsmiths, University of London
Master of Arts, Image and Communication
2011 - 2012

Hong Kong Art School
Higher Diploma in Media Arts, Digital Video and Cinema
2004 - 2007 (part-time)

The Chinese University of Hong Kong
Bachelor of Business Administration, Management Information System
1998 - 2001

WORKSHOPS AND SPEECHES

Graphic Design & Illustration Department, Sheffield Hallam University
How Multi-Disciplinary Teams Work in Public Sector Projects (Eventbrite) - 03/2021

dxw workshops
Prototyping Workshop for Non-Designers (blog post) - 08/2019

EXPERTISE

UX design	Visual design	Front-end dev	Design leadership
Accessibility	Prototyping	Journey mapping	User research
Design systems	Agile development	Design thinking	Branding
Photography	Typography		

TOOLS

HTML	CSS	JavaScript	PHP
Git & GitHub	Adobe Suite	Affinity	Figma
Sketch	Miro	Lucidspark	Bootstrap
Node.js	WordPress	GOV.UK Prototyping Kit	GOV.UK Design System

LANGUAGES

Cantonese Chinese (native)	English (proficient)	Mandarin Chinese (fluent)	Japanese (entry level)

INTERESTS

Photography	Tennis	Design & Technology	Entrepreneurship