

JINGHENG HONG

Product Designer



CAREER SUMMARY

Product Designer with an interior design background and experience in project coordination, operations, and client-facing problem solving. Currently pursuing an M.A. in Interaction & UI/UX Design at Academy of Art University. Skilled in Figma, AutoCAD, SketchUp, and cross-functional collaboration, with experience managing timelines, vendors, and workflow improvements in fast-paced environments. Combines spatial design thinking, visual communication, and operational execution to create user-centered solutions.

CONTACT

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EDUCATION

Academy of Art University
Master of Arts, UI/UX Interaction
Design, 2026

San Francisco State University
Bachelor's Degree of Science, Interior
Design, 2022

SKILLS

- Microsoft Office Suite, AutoCAD, SketchUp, Revit
- Adobe Photoshop, Illustrator, After Effect
- Figma
- JavaScript, HTML, CSS
- Video Editing
- Space Planning
- Project Management
- Operations Management: Scheduling, workflow optimization, compliance oversight

WORK EXPERIENCE

🔑 **Nestle Nespresso S.A.**
Team Lead
Nov 2023 - Present

- Lead in-store operations as Manager on Duty, coaching team members on service standards, task execution, and daily workflow coordination in a high-paced retail environment.
- Improved inventory check processes and operational consistency, contributing to a 15% reduction in stock variance.
- Strengthen customer engagement through product education (coffee knowledge, machine features, and sustainability initiatives), helping create a more informed and premium customer experience.
- Support performance and team accountability through hands-on coaching, delegation, and shift-level problem solving.

🔑 **San Francisco State University**
Teaching Assistant, People with Special Needs in Interior Architecture
Sep - Dec 2023

- Assisted in the preparation and delivery of educational material.
- Reinforced inclusive design principles by helping students understand accessibility-related considerations in interior architecture projects.

🔑 **Collov Home Design**
Interior Designer
2022 - 2023

- Managed sourcing and purchasing of design materials, coordinating with multiple suppliers to support project timelines and budget requirements.
- Created mood boards and visual concepts to initiate projects and align design direction with client goals.
- Produced detailed design drawings and proposals using AutoCAD and SketchUp to communicate layouts and design solutions clearly.
- Managed multiple projects simultaneously, balancing deadlines, vendor coordination, and deliverables in a fast-paced environment.
- Coordinated logistics with vendors and partners to ensure timely execution, installation readiness, and project completion.