

Tia Mei

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EXPERIENCE

Texas Roadhouse Support Center / User Experience Designer

Louisville, KY, United States - Hybrid / Sep 2024 - Dec 2025

- Independently designed and implemented Clark, a scalable Ionic design system. Utilized tokenization to standardize typography, color, layout, spacing, grids, components, and interaction patterns across all Business-to-Employee applications. Elevated brand consistency, accessibility, and usability. Developer efficiency increased by 30 percent from reduced component reimplementation friction.
- Redesigned mPOS, a mobile point-of-sales application. Utilized iterative design to lead the process from ideation to execution with agile sprints over a six-month period. Conducted several rounds of user tests and launched the product in-store, resulting in improved user experience and accessibility for over 700+ restaurants.

BRIDEGOOD / User Experience Design Apprentice

Oakland / San Francisco, CA, United States - In-Person / May 2024 - Aug 2024

- Led and mentored a team of four through the design and launch of Apprendo, a video-first learning platform for creatives of color. Applied the Design Sprint methodology to deliver an inclusive, affordable platform that enhanced designer engagement through gamification, maintained alignment with stakeholder goals, boosted team efficiency, and UX skills.

PROJECTS

Con-Dex

- Built a mobile application as part of a Coursera certification to help pop culture convention vendors manage events, finances, and logistics within a centralized platform.

Furry Friends

- A self-initiated mobile application designed to streamline client, pet, and schedule management for dog sitters.

SKILLS

Design

- UX/UI design, Interaction design, Information architecture, Accessibility (WCAG), User research, Usability testing, Competitive analysis, Affinity mapping, User flows, Wireframing, Interactive prototyping, Design systems, Agile Development, Design Thinking

Tools

- Figma, Adobe Photoshop, Miro, Trello, HTML, CSS, Javascript, Git, GitHub, Azure Dev Ops, ChatGPT, Copilot, Gemini, Claude Code

EDUCATION

Western Kentucky University

B.F.A Technical Theatre, Focus in Lighting Design / Honors, Magna Cum Laude

Ivy Tech Community College

Technical Certificate in Software Development / Honors, Summa Cum Laude

Google UX Design Professional Certificate, Coursera

Foundations of User Experience Design Certification