

FEI'S USER MANUAL: HOW TO WORK WITH ME



Put me anywhere, I'll adapt & thrive.

Grew up in HK, lived in the U.K., Singapore, Denmark & U.S.

Not your typical designer! 🧠⚖️

Copenhagen Institute of Interaction Design trained Interaction & Service Designer, with 4+ years legal practice experience working in fast-paced environments

Conditions I like to work in 🏠

Quiet environment. Otherwise I'll need my music to keep me focused

Both digital & physical mediums. Paper, post-its, in addition to screen time.

Stand-ups & standing desks.

Change of scene – once in a while, to work in different places to inspire new mindsets

Times/hours I like to work 🕒

Early bird. You'll generally find me in the office between 09:00 and 18:00.

Switch off. I try not to respond to e-mails during off-hours and do not expect you to, unless it's an emergency.

Multi-tasking is a fallacy. I prefer not to be interrupted when in deep work. But if we schedule in advance, I'm almost always available.

Best ways to communicate with me 💬

Straight & direct communication. Tell me what I need to know, not what you think I want to hear.

Be succinct. I like headings, bullet points to prose. Visuals are great to better understanding & bring a story to life.

Diminishing order of preference:
Face-to-face → Slack → Call → E-mail
→ WhatsApp

Ways I like to receive feedback 🌟

Honest, clear & actionable. I like to hear what I've done well, what to improve on.

Constructive. If feedback is not immediate, please give examples. Expect me to ask questions to better understand your feedback & to explore with you how I can do things differently or better.

Support. I'm self-critical, so if you feel I've done a good job, please tell me 😊

Things I need 🔥

Progress, no matter how small. It keeps me motivated & challenged!

Feel trusted & be given responsibility.
I give my 100% to all that I do & I hold myself accountable.

Positivity. I tend to absorb the energy around me, so I love working with people who are positive, motivated & passionate about their work.

Things I struggle with 😞

Not knowing the 'why' behind what I do.
I find it hard to engage with enthusiasm.

Saying no & set boundaries. Improving!

Small talk. I love getting to know people, having deep meaningful conversations.

Unnecessary hierarchy or process.

Gossip, rudeness, disrespectful behaviour.

Things I love 😊

Research & data. To justify decisions.

Build, test, repeat. We get better by doing & trying. It's better to take action quickly, learn from the experience than to do nothing.

Lifelong learning. We never know it all. Choose to see the world through open lens, learn the full scope of what there is to know.

Kindness.

Other things to know about me ⚡

Resilient, dependable, empathetic & authentic. I'm a person of my word, honest with my intentions & bring my whole self to all that I do.

Critical thinker & self-reflect A LOT.

Always of high integrity. A believer in doing the right thing, even if nobody's watching.

INFP. Myer-Briggs has its flaws, but it's quite an accurate description of me.

Value to the team 💎

Hybrid designer. Experienced in design research, UX design, service design.

Project & stakeholder management.
Lead & manage cross-functional teams to deliver on project goals. Anticipate issues, execute iteratively.

Count on me to take ownership, actively listen & always keep an open mind.

Committed to becoming kinder & wiser, to live the best version of myself.