

# Felix Mok

UX / Product Designer  
New York

(347) 949-8333

[felix@felixmok.com](mailto:felix@felixmok.com)

[www.felixmok.com](http://www.felixmok.com)

[www.linkedin.com/in/felixmok](https://www.linkedin.com/in/felixmok)

## EDUCATION

### Google - UX Design Professional Certificate

Nov 2023

Completed series of seven courses, developed by Google, that include hands-on, practice-based assessments designed to prepare students for roles in UX design. Graduates of the course can complete the design process from beginning to end: empathizing with users, defining their pain points, coming up with ideas for design solutions, creating wireframes and prototypes, and testing designs to get feedback

### Meta - Front-End Developer Professional Certificate

(In Progress) Early 2024

Series of 9 courses, developed by Meta, where students learn how to code and build websites using HTML, CSS, Javascript. Design webpages with industry-standard tools such as Bootstrap, React, and Figma.

### Brooklyn College - Bachelor of Science, Psychology (Marketing minor)

## SKILLS

Figma, Adobe Photoshop, Microsoft Office/ 365, Google Workspace, ChatGPT, Microsoft Bing AI, Mobile/ Desktop Design, Personas, Empathy Maps, User Journey Maps, Usability Testing, User Research, User flows, Wireframes, Low & High Fidelity Prototypes, Information Architecture, Iconography, Typography, Interaction Design, Motion Design, Visual Design, Storyboards, Accessibility, Competitive Audits, Data Analysis

## EXPERIENCE

### R New York, New York — *Licensed Real Estate Salesperson*

Jun 2019 - Dec 2023

- Assist home buyers, sellers, landlords and renters with the purchase, sale, or rental of their homes. Conduct research, market analysis, correspondence with all parties involved, negotiations, home showings/tours. Perform any other necessary tasks in order to provide excellent customer service and gain the trust of clients.
- Create, distribute, complete any necessary documentation to facilitate the transaction. Create listings and advertisements for properties in order to market properties through various channels. Staging homes, taking photos and videos of properties in order to promote and market them in best possible light.

### Way Fong LLC, Queens, NY — *Operations Manager*

Nov 2014 - Dec 2017

- Corporate Affairs (Corporate Secretary) - Liaised with New York government agencies (e.g. - NYC Dept of Finance, Department of Buildings, etc.) to dispute and resolve violations and penalties incurred by company; handled legal documents & affairs, insurance agency and carrier issues.
- Account Management - Communicated with vendors and suppliers to negotiate pricing and made adjustments/modifications before executing purchase orders of food products.
- Logistics/Fleet management - Processed and tracked all vehicle taxes including International Fuel Tax Agreement, interstate travel and gross vehicle weight taxes.
- Marketing - Assisted in design of product marketing and packaging. Brainstormed with management on ways to improve company brand.
- Office Management/Tech support - Handled purchase of new equipment, contacted equipment manufacturers for repairs or returns. Managed use of office space, office equipment and facilities. Ordered office supplies; managed invoices and payments.

## EXPERIENCE (continued)

### **Accord Physicians, Brooklyn, NY — Project Manager / Patient Care Specialist**

Aug 2012 - Oct 2014

- Obtained authorization for and facilitated medical procedures and necessities through appropriate medical channels (e.g. – insurance companies, pharmaceutical companies, hospitals, other medical facilities). Managed patient medical records. General project management and office administration.
- Obtained authorization for and ordered prescription medications. Assisted doctors by tracking and managing patient care, coordinated with outside medical facilities for specific patient cases.
- Managed and updated database with new patient information, verified insurance status, handled patient billing and payment issues. Trained employees in proper protocol and processes.
- Contributed to the writing and editing of marketing materials and advertisements for the medical firm.
- Addressed patient concerns and coordinated with doctors and office personnel to meet patient needs.

### **PC Magazine, New York, NY — Contributing Editor / Writer**

Aug 2010 - Sep 2011

- Wrote reviews of new computer products for publishing on PCMag.com, an industry leader in technology news, information and product reviews for consumers and businesses.
- Ran numerous benchmark performance tests on computers for purpose of giving performance ratings in product reviews.
- Researched and analyzed benchmark test results in order to make informed suggestions and proper product comparisons.

### **Strategic Equity Capital, New York, NY — Research Assistant**

May 2008 - Aug 2010

- Assisted portfolio managers in the evaluation, research, analysis and collection of client data. Wrote up client profiles and internal memos for distribution. Tracked, maintained, updated client data and profiles.

### **iN Demand Networks, New York, NY — Manager, Affiliate Relations Operations**

May 2000 - Apr 2007

- Managed iN Demand sports packages (NBA League Pass, NHL Center Ice, MLB Extra Innings, NASCAR In Car, Major League Soccer), movies and events channels (Video On Demand, Events On Demand, Pay-Per-View), and 'iNHD' high definition channels for cable operators nationwide. Oversaw launch and authorization of these channels, and dissemination of iN Demand channel subscriber information both internally and externally. Resolved any problems or discrepancies as quickly as possible.
- Tracked, verified and updated subscribers with access to iN Demand products. Responsible for database management, processing launch paperwork, contacting cable systems to gather information, research and analysis.
- Worked directly with sports leagues to resolve specific issues and facilitate requests.
- Handled all ticket requests from cable affiliates nationwide for iN Demand live events.
- Tracked, maintained, and updated national sales prospect list for Affiliate Relations department.

### **Young & Rubicam Advertising, New York, NY — Research Assistant, Advertising HQ**

1997 - 2000

- Researched and analyzed creative techniques (e.g. - Slice of Life, Generation X Theme, Product Demonstration) used in commercials for tracking in database. Organized TV & print ads for archiving in company library.
- Prepared creative presentations for client meetings and new business pitches.
- Performed various administrative duties.