

VIVIEN LEUNG

SCRIBE, SYSTEMIC COACH,
CO-CREATIVE WORKSHOP FACILITATOR

MY PROFILE

Making the invisible visible, I specialize in supporting individuals and groups to see, navigate and change the systems they are in. I am experienced in holding safe and generative space for cross-cultural, multidisciplinary dialogue and collaboration.

CORE SKILLS

- Deep Listening
- Curiosity and Humility
- Reflection and Sensemaking
- Adaptability and Flexibility
- Emotional Resilience
- Systems Thinking
- Interpersonal Communication
- Strategic Design
- Ideation and Imagination
- Collaboration and Co-creation
- Embodiment Practice
- Visual Practice and Facilitation
- Workshop and Program Design
- Event Production

LANGUAGE

English: Native
Japanese: Fluent (JLPT level 2)
Chinese Cantonese: Fluent
Chinese Mandarin: Fluent
German: basic (A1)

CONTACT

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CAREER HIGHLIGHTS

Creative Innovation Project Management

- Conceptualized the narrative and managed the creative production of the interactive installation behind the first Zalando X Google experimental project –Project Muze– an award-winning project using machine learning to create 3D fashion design.
- Managed internal and external stakeholders relationships, supported user research and conversation design, and led marketing campaign production of Zalando's chat bot feature using Google Assistant's API.

Experience-based Learning Design and Facilitation

- Co-designed and co-hosted the first ever Zalando Community Managers offsite organized by the People and Organization department.
- Co-developed and launched Zalando's intrapreneurship program
- Designed the program content and facilitated design thinking workshops during Zalando Tech Innovation Lab Opening Week

WORK EXPERIENCE

Freelance Holistic Design Consultant and Visual Facilitator

OFDEEPLISTENING.COM, BERLIN | 2019 - PRESENT

CLIENTS and COLLABORATORS:

SEEDS - an alternative financial ecosystem and platform built by Hypha, a blockchain software company, that rewards, finances and aligns the world's regenerative movement.

Wavepaths - a startup that unifies immersive arts, psychotherapies and intelligent technologies into new models of care.

Free Range Creatives - a boutique digital design and branding studio

Digital Experience Strategist, Creative Department

[ZALANDO SE](http://ZALANDO.SE), BERLIN | 2016 - 2018

- Introduced and championed user research, customer journey mapping and design thinking methodology within the brand marketing department.
- Bridged the communication and workflow gap between the digital experience department and brand marketing department.
- Managed and conceptualized digital creative projects.

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TRAINING AND EDUCATION

NVC Coaching - **Relationships and Intimacy through Non-Violent Communication, Neurobiology and Family Constellations Training with Sarah Peyton (CNVC-certified trainer)**, Jun 2019

Presencing Institute - **Visual Practice Advanced Module**, Mar 2020

Presencing Institute - **Social Presencing Theater Basic**, Jun 2019

Presencing Institute - **Visual Practice Workshop: Foundations**, Jun 2019

Mackewn Nowhere - **ICF Approved ACSTH Training Program: Focussed Training in Constellations and Systemic Coaching Certification**, 2018 - 2019

MITx ULab - **Leading From the Emerging Future MOOC**, 2018

Columbia University Digital Storytelling Lab - **Frankenstein AI Workshop**, 2018

Studio D Radiodurans - **Design Research Retreat**, 2017

NOBL - **Team Design Bootcamp**, 2017

Simon Fraser University - **Bachelor of Arts: Major in Communication; Minor in Publishing**, 2000

WORK EXPERIENCE

Innovation Manager, Tech Innovation Lab

ZALANDO SE, BERLIN | 2015 - 2016

- Founding member of the first in-house innovation lab.
- Identified the lab's value proposition and developed innovation consulting services for the tech and product department.
- Designed and facilitated product innovation workshops.
- Provided expert support during company's annual Hack Week.

Brand Experience Consultant and Immersive Experience Producer

VIVIENLEUNG.CO, TORONTO | 2012 - 2015

CLIENTS and COLLABORATORS:

Future Food Studio - a team of creative scientists and designers redefining food and beverage futures through creating multi-sensory public experiences.

MakeLab - a creative studio that offers creative design experiences to public using digital fabrication tools.

Twenty One Toys - an award-winning social enterprise that teaches empathy, failure, and other key 21st century skills using toys and playful workshops.

Events and Marketing Coordinator

NORTH ISLAND GRAPHICS MEDIA, TORONTO | 2010 - 2012

- Organized and managed the event operation and logistics of the company's bi-annual trade show, industry conference, and three annual industry awards ceremonies.
- Designed the information architecture (IA) and UX of the company's awards websites and managed digital marketing campaigns.

English and Intercultural Communication Trainer

ENGLISH OK, TOKYO | 2006 - 2007

- Designed and facilitated intercultural communication trainings for individuals working in the service and hospitality industry.