Charmaine Wang

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EXPERIENCES

Methods

Interaction Design
Journey Mapping
Usability Testing
User Interviews
Design System
Storyboarding
Visual Design
Wireframing
Prototyping
Persona

Tools

FIgma
Sketch
Invision
ProtoPie
Adobe Creative Suite

Development

HTML + CSS
JavaScript
Github
C++
C#

Product Designer | Intuit 9/2019 - 12/2019

Designed an onboarding experience to instill confidence in first-time tax filers.

Designed key flows, created prototypes, conducted testings and design audits to address issues and improve TurboTax customer experiences.

Conceptualized future designs to make the product experience mobile friendly.

Product Designer | Royal Bank of Canada 1/2019 - 04/2019

Drove consistency and increased future maintainability by collaboratively establishing a design system to design and document components.

Redesigned transaction search user experience for small business users.

Product Manager | Horizn 5/2018 - 8/2018

Shipped new user engagement features, increased clickthrough traffic by 400%.

Automated inventory management by shipping customer facing admin tool.

Managed and launched 10 full features across Horizn Platform.

UX/UI Designer | Sun Life Financial 9/2017 - 12/2017

Branded, designed and developed the Innovation Lab website.

Conducted user research and analysis on Google Home voice user interface.

Programmer Analyst | Telus Health 1/2017 - 4/2017

Improved scalability across Telus Health by redesigning the CICD Pipeline.

Executed validation testing and database migration from Oracle to AWS.

EDUCATION

Systems Design Engineering

University of Waterloo 2021

PROJECTS / COMMUNITY

Product Designer | SydeDoor 9/2017 - 12/2017

Branded, designed and developed the Innovation Lab website.

Conducted user research and analysis on Google Home voice user interface.

Design Director | Canadian Engineering Competition 5/2018 - 3/2019

Delighted 300+ guests through highlighting event identity and supported the vision through designing website experience, swag, and informational packages.