

CHESNEY WILLIAMS

UX Research | Product Design

PERSONAL PROFILE

I am a UX Designer and Researcher with a demonstrated history of working in the government, health care industry and with Marketing firms. My skills include creating, managing and developing physical, web and mobile products & designing seamless interactions between the user and a product.

CONTACT DETAILS

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Mississauga ON, CA

TECHNICAL SKILLS

Adobe Suite
Web & Mobile Design
Prototyping
JavaScript Frameworks
HTML/CSS
MongoDB
PHP
Arduino
Microsoft Office

CORE COMPETENCIES

Usability Testing
Project Management
Design Thinking
Product Development
Business Strategy
Stakeholder Management

WORK EXPERIENCE

UX Researcher

The Hospital for Sick Children | 2017- 2019

- Utilized design frameworks to optimize supply chain system with a strong focus on usability and product management
- Conducted surveys and 1 on 1 interviews to gather and interpret data to identify slow moving and non moving items which resulted in their removal and the increase of fast moving items in supply locations

- Developed mock-ups, prototypes, test plans, user flows, user personas, to identify gaps in usability and presented process improvement solutions to senior management

- Resulted in savings of \$10 per patient discharge a 15 percent reduction of wasted resources & supplies including syringes etc.

Marketing Specialist

North Fifth | 2015 - 2017

- Worked closely with marketing firms to ensure that the design, scope, direction, and budget of each project was on schedule and in line with the proposals.

- Partnered with brands including Stoli and Sony Records to create experiential events which resulted in 25 percent increase in social media traffic on their social networks

- Used social media analytics and User experience driven research to create targeted social media ads and developed email re-targeting strategies that resulted in an increase of 10 percent ticket sales

Data Analyst

Service Canada | 2012 - 2015

- Interpreted data to draw conclusion for managerial action and strategy in relocating of physical sensitive documentation and the reduction of storage units across the Greater Toronto Area

- Proposed solutions led to massive file consolidation, transferring desired files into digital copies, closing the Library archives Canada location in Toronto and reducing overall expenses for the public sector

ACADEMIC PROFILE

Sheridan College

Graduate Diploma in Interaction Design, Class of 2020

Ontario Tech University

Bachelors Degree in Health Sciences, Class of 2017