

**Anika McPhee**  
UX/UI Designer

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What sets me apart is my unique background and experience working as a residential program manager for adults with developmental disabilities. This experience has instilled in me a deep sense of empathy and a strong desire to improve usability and accessibility for all individuals. Technology has the potential to bridge gaps and provide equitable opportunities, giving voice to those who have been marginalized. This passion drives me to create designs that are not only aesthetically pleasing but also inclusive and accessible.

### **Technical Skills**

**Figma, user interviews, usability studies, data synthesize, empathy mapping, UI grids and composition, colour theory, user journey mapping, user storyboard, typography, personas, Heuristic analysis, Site mapping, Card sorting, Guerilla testing, competitor analysis, Affinity Diagrams, wireframes, low-high fidelity prototypes, Case Studies, iteration, surveys, HTML, CSS, jQuery.**

### **Employment**

**Program Manager**, Christian Horizons (2018-2023), Ottawa, ON

Job Description:

- Provide leadership and mentor multiple teams of Direct Support Professionals in residential programs.
- Executed improvement of compliance readiness with a result of 90% in 2022.
- Demonstrated exceptional communication skills in difficult conversations.
- Managed and maintained budgets, preparing and presenting annual budget proposals
- Secure resources for the program
- Tracking progress against project milestones and holding others accountable for assigned tasks.
- Responsible for Scheduling internal and external program meetings while also tracking and following up with action items.
- Generating invoice requests to ensure timely invoicing.
- Identifying any barriers to successful program execution and escalating as appropriate.
- Managing contracts and agreements with clients to ensure all requirements are fulfilled.
- Created the 'Relationship Agreement' document and procedures.
- Developed and supported "Our Voices Matter" in the Ottawa region

## **Direct Support Professional, Christian Horizons (2016-2018), Ottawa, ON**

### **Job Description:**

- Provided compassionate and personalized care to adult individuals with disabilities, fostering independence and enhancing their quality of life.
- Developed and implemented customized care plans for each client, resulting in an 80% increase in overall client satisfaction scores.
- Demonstrated exceptional patience and communication skills while assisting clients with daily living activities, such as medications, reconciling their finances, and paying bills.
- Facilitated meaningful social interactions and recreational activities, promoting emotional well-being and social integration for clients.
- Collaborated with a multidisciplinary team of healthcare professionals to ensure clients' holistic health and well-being, leading to improved overall health outcomes.

## **Lead Stylist , Retail associate, Nordstrom (2015-2016), Ottawa, ON**

### **Job Description:**

- Elevated customer satisfaction by providing personalized styling consultations and fashion recommendations, resulting in a 20% increase in repeat clientele.
- Spearheaded visual merchandising initiatives, consistently ensuring a visually appealing and on-brand store environment that contributed to a 30% boost in sales.
- Demonstrated exceptional leadership skills by supervising a team of stylists, fostering a collaborative work culture, and improving team productivity.
- Established strong vendor relationships, negotiating favourable terms and securing exclusive product offerings, contributing to a 10% increase in profit margins.
- Continuously exceeded sales targets, consistently achieving monthly revenue goals and receiving recognition for outstanding sales performance.

## **Education**

### **UX/UI Design Certificate**

University of Toronto (March-August, 2023)

### **B.A General**

University of Ottawa ( 2012-2015)