

USER EXPERIENCE DESIGNER  
UX UI DESIGN | USER RESEARCH | TIME MANAGEMENT

SUMMARY OF QUALIFICATIONS

User Research Skills

- Proficient in early-stage concept validation and adept in both generative and exploratory research methods.
- Experienced in a range of user research techniques, with the ability to clearly communicate findings to enhance user empathy.
- Skilled in integrating user research into product iterations and creating visual artifacts like wireframes and prototypes.

User Experience Design Skills

- Strong design acumen focused on impactful user experiences, with proficiency in Adobe Creative Suite.
- Experienced in using prototyping tools like Figma, Balsamiq, Adobe XD, Sketch, and InVision.
- Capable of incorporating user and usability testing seamlessly into the prototyping process.

Independent Team Player

- Effective team collaborator with the capacity to execute tasks independently and proactively address potential issues.
- Demonstrates initiative and adaptability, handling tasks of varying scales to support team goals.
- Anticipates challenges and contributes actively to team efforts, ensuring high-quality outcomes.

WORK EXPERIENCE

**Junior User Experience Designer** Jan. 2024 – Apr. 2024  
Ministry of Transportation, Toronto, ON

- Participated in usability testing and created user personas for the MDIS (MTO Data and Information Strategy).
- Improved the FFS (Fee for Service) procurement process by creating flowcharts and documentation to aid managers in hiring procedures.
- Enhanced the prototype of the RSS (Roadside Scheduling System) and CMS (Certification Management System) focusing on user experience and usability.
- Developed “PingBot,” an AI chatbot for the OPS Hackathon, involving user research, user persona, and prototype design to centralize learning resources for employees.

EDUCATION

**Software Engineering Technology (Co-op) Advanced Diploma** Jan. 2023 - Present  
Centennial College, Toronto, ON GPA: 4.32/4.5 (A)

*Relevant Coursework:* Programming, Web Development, Data Structures and Algorithms, Database Concepts, Software System Design, Software Testing and Quality Assurance

- Member of *Computer Coding Club* at Centennial College, a student-led group that helps improve technical skills

**Bachelor of Art Digital Experience Design** Jan. 2021 - Dec. 2022  
George Brown College, Toronto, ON GPA: 3.94/4.0

*Relevant Coursework:* Information Architecture, Interface Development, Interaction Design Theory, Design Process & Management, Usability Testing, Digital Experience Design

AWARD & CERTIFICATION

**2<sup>nd</sup> place - OPS Phenomenal Hackathon AI chatbot (User-centered and accessible Section)**

- Developed "PingBot," an AI chatbot for the OPS Phenomenal Hackathon, enhancing how users access and discover learning resources at OPS.

- Performed user research and created user personas, which shaped the design of intuitive prototypes using Microsoft Power Apps and Power Pages.

### **3<sup>rd</sup> place - Scarborough Food Network Hackathon (Foodbank App)**

- Created “Scarborough Food Network App,” aiming to tackle food insecurity with a focus on community and innovative tech solutions.
- Built a responsive web app that offers map and direction functions, real-time updates, support multiple languages, adjustable settings, and includes features to help users, making the app accessible and empowering for everyone.

### **SKILLS**

---

<b>Design &amp; Research</b>	UX UI Design, Wireframing, Prototyping, UX Research, Usability Testing, User Interviews, Surveys
<b>Development</b>	HTML, CSS, JS, Git, MongoDB, ExpressJS, React, NodeJS, Tailwind CSS, Typescript, OracleDB
<b>Tools</b>	Figma, Adobe XD, Framer, Adobe Suites, Miro, VScode, Git, Github