



La Vité

Vilen Milner
Michael Rossinski
Qi Hang Yang
Tianyi Zeng
Arnob Talukder

Personas

William Smith

- TEQ Customer Service Employee (receptionist)
 - 23 Year Old Male
 - Young Professional
 - Good computer skills in Excel and Powerpoint
 - Comes into work at 9 and leaves at 5
 - Often gets tired and lazy from performing repetitive tasks at work
 - Deals with a lot of refugees on the daily basis
 - Basic language skills in English and Arabic.
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Jessica White

- TEQ Customer Service Employee (settlement worker)
 - 28 Year Old Female
 - Able to use the computer for basic tasks
 - Able to recognize wrong data when viewing through given data
 - Does not mind repetitive work
 - fluent language skills in English
 - Requires interpreter for helping refugee
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Jesse Black

- 43 Year Old Male
- Primary language is english
- TEQ Employee
- Responsible for QA when the organization submits their forms
- Skilled with the computer
- Has knowledge of databases and computer languages