



La Vité

Vilen Milner
Michael Rossinski
Qi Hang Yang
Tianyi Zeng
Arnob Talukder

Personas

Bob

- 63 year old, Male
 - Refugee from Syria
 - Moderate-poor English skills
 - Looking to retire soon with all the money he saved up, however a lot of it was lost in his country
 - Has a son that is working a full time job, however he is not in Canada
 - Is not very proficient in computer skills
 - Is looking for senior aid programs in Canada
 - Can't walk long distances due to a condition in his legs
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Steve

- 43 year old male
 - Executive director of a refugee agency
 - Primary language is english
 - Handles inter-company business relationships
 - Values company security and privacy over all else
 - Intense, stoic and serious personality
 - Does not trust TEQ with sensitive company information
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Jackie

- 29 year old female
 - Refugee that just came to Canada 3 months ago
 - Talks in her home tongue
 - Poor English speaking, reading and writing skills
 - Is looking for help in Toronto finding the housing for her family
 - Single mother with three children, 4, 6, and 9
 - Is also looking to put her children into good public schools
 - Degree in Computer Science overseas.
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William

- TEQ Customer Service Employee
 - 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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