

Alisha Dey

Contact

Email 

LinkedIn 

647-269-2108

Skills

Tools

Figma
Canva
Google Suite
Microsoft Office
Notion

Design Methods

Journey Mapping
User Personas
Wireframing
Prototyping
Usability Testing

Soft Skills

Adaptability
Collaboration
Detail Orientation
Organization
Time Management
Facilitation
Problem Solving
Collaborative Design

Certifications

Certified Scrum
Product Owner
(CSPO)

Scrum Alliance
September 2023

Standard First Aid
Training
Canadian Red Cross
June 2023

Education

Master of Information, **University of Toronto** 2025-2027 (Expected)

- Pursuing the Human-Centred Data Science Concentration.

Bachelor of Knowledge Integration, **University of Waterloo** 2021-2025

- Interdisciplinary arts and science program focusing on solving complex problems through the design process.
- 85% Cumulative Average and 3.9 GPA
- Relevant Courses: Public Speaking, Design Thinking, Critical Thinking, Making Collaboration Work, The Social Nature of Knowledge, Customer Experience Design, Creative Thinking

Work Experience

Residence Life Don, **University of Waterloo** August 2024 - Present

- Built an inclusive and supportive residence community through programs, individual meetings, and events.
- Acted as a first responder to student concerns, providing resources, mediation, and support during emergencies.
- Fostered academic and personal development by promoting campus resources and policy adherence.
- Collaborated with team members to enhance community management and engagement strategies.

Summer Student, **Region of Peel** May 2024 - August 2024

- Collaborated with tenants and maintenance staff to address property needs and enhance community spaces.
- Assisted in landscaping, maintenance, and restoration projects to improve Peel Living properties.
- Managed administrative tasks, ensuring accurate records and efficient daily operations.

Program Assistant, **Shad Canada** July 2023

- Supervised and prioritized the safety of all Shad participants during excursions, workshops and other program activities
- Delivered a workshop on Mental Health and Stress Management techniques for post-secondary school
- Mentored a group of nine students on an entrepreneurial design project

Sales Associate, **Cleo** June 2022 - August 2022

- Achieved and surpassed daily sales quotas ranging from \$500-\$1,000 per shift
- Managed purchases and returns on POS system
- Enhanced customer shopping experiences by making personal recommendations and advising them of latest promotions and sales

Barista, **Second Cup Cafe** May 2022 - June 2022

- Acted as a key-holder and trained new hires on opening and operational procedures
- Worked collaboratively with colleagues to deliver products in a timely manner, ensuring customer satisfaction
- Created a friendly ambiance with excellent customer service