

# AMANDA GUO

 amandaguo.com  
 amanda.guo@uwaterloo.ca  
 (647) 464 - 8886  
 linkedin.com/in/amanda-guo  
 github.com/amanda-guo

## Skills

User Research, Prototyping,  
Agile/Scrum, Data Analysis

## Design

Figma, Sketch, Photoshop,  
Illustrator, XD, Balsamiq, Maze

## Development

**Languages:**  
HTML/CSS, Java, SQL, C, C++,  
Python, Kotlin, Swift

**Tools/Technologies:**  
Git, Android Studio, Xcode,  
Firebase, Linux/Bash

## Education

**University of Waterloo**  
Sept 2018 - Present  
**Bachelor of Computer Science**  
- Human-Computer Interaction Specialization  
- Business Specialization  
- Expected Apr 2023

## Awards

**Finalist for HobbyZone (2019)**  
BDO New Venture Competition held at the Lazaridis School of Business, Wilfrid Laurier University

**President's Scholarship of Distinction (2018)**  
University of Waterloo

**First Place (2017)**  
DECA International Career Development Conference

## Work Experience

### UX Designer

Arctic Wolf | May 2021 - Aug 2021

- Worked with another designer to initiate, plan, and conduct user research and usability tests with 25+ internal staff members to spearhead the adoption of user-centric practices in design
- Collaborated with developers, product management and internal stakeholders to design a solution to simplify a highly technical process for 200+ security engineers

### Product Designer

Workplace Safety and Insurance Board of Ontario | Sept 2020 - Dec 2020

- Created the end-to-end design for Passport, an accessible mobile application for completing COVID-19 self-assessments, aimed at reducing current return-to-office procedures by 50%
- Conducted user research, analysis and beta testing for Passport using Maze - yielded an overall usability score of 91 and a 100% success rate of users completing the self-assessment

### Product Manager & UX Designer

Tecsys Inc. | Jan 2020 - Apr 2020

- Designed a mobile user experience for one of the key pages on the Order Management System that's responsible for over 40% of usage on the application
- Increased the knowledge base of the end-user behaviour by 200% by initiating user research through customer calls, surveys, and the usage of Google Analytics
- Led the end-to-end ideation and design of a new desktop and mobile flagging feature to increase user workflow efficiency based on customer feedback

### Application Developer

Canadian Imperial Bank of Commerce | May 2019 - Aug 2019

- Developed a new financial application launch procedure for open banking and fixed production incidents using Java and SQL - updates released to over 2 million high value clients
- Lead designer and writer for the intern newsletter, read by over 400 interns and managers

## Extracurriculars

### Product Designer

UW Blueprint | Aug 2020 - Dec 2020

- Designed an interactive cross-platform map to showcase The Shoe Project's top 33 most impactful stories of immigrant and refugee women who have come to Canada
- Collaborated with the client, developers and other designers to implement the interactions - considered all possible edge cases tailored to both tech-savvy and non-tech-savvy users