

## Education

---

### University of Waterloo

**Master of Math in Computer Science** - 93% GPA, Advisor: Dr. Edith Law, Expected Graduation: May 2022

- Mathematics Domestic Masters Scholarship, awarded to students engaged in thesis programs *2020*
- Graduate Excellence Award in Computer Science, awarded on the basis of overall average *2020*

### University of Waterloo, Stratford School of Interaction Design and Business

**Bachelor of Global Business and Digital Arts, Minor in Computer Science** - 89% GPA, Confer Date: June 2020

- Global Experience Award, awarded to students with good academic standing who studied abroad *2017*
- Upper Year Arts Student Scholarship, awarded on the basis of overall average *2016*

### Relevant Assignment

CS 330: Management Information Systems (course grade: 98%) *2019*

Developed a website to display infographics and quizzes created to teach CPU fundamentals, SQL joins, the TCP/IP model, and an introduction to encryption to students with non-STEM backgrounds: <https://cs330-gbda.github.io>

## Industry Experience

---

### UX Research Intern - Google Stadia *May 2020 - August 2020*

Provided stakeholders with a pricing certification literature review including workflow insights and potential research opportunities impacting a PM's Product Requirements Document and pod review preparation. Designed and conducted a Controlled Access research study to improve publishers' experiences on Stadia's Partner Portal. Ran weekly UX intern meetups to provide an online space for UX Engineers, Designers, Writers, and Researchers to share a variety of experiences with each other and improve skills.

### Application Developer Intern - Bell Canada *May 2019 - August 2019*

Created a QA process and documentation for internal tools used across Bell Canada. Conducted UX research and appropriately developed front-end improvements using ASP.NET Core, JS, CSS, and HTML to reduce the time help desk employees spend answering users' questions. Led Scrum meetings to guide the progress of two Sprints.

### UX Developer Intern - Trillium Health Partners *May 2018 - August 2018 | Continued part-time until April 2019*

Conducted a content audit and created a test suite for Care Connector to better execute user testing and quality assurance. Designed and presented requirement documents that improved efficiency of physicians' and nurses' daily workflow. Programmed and tested using Visual Studio Team Services, JS, Knockout, CSS, HTML, and C#. Ran UX workshops at the Institute for Better Health. Led deliverables for a Sprint during a transition of management.

### UX Specialist Intern - Trusted Clothes *June 2017 - August 2017*

Conducted usability research using Google Analytics to monitor user interactions before and after website updates. Ensured that the content aligned with the strategic goals and branding by redesigning the layout and user flow using Adobe Illustrator. Launched website 2.0 - 2.2 by using GitHub and successfully increased session duration by 8.1%.

## Teaching & Research at the University of Waterloo

---

### Graduate Research Studentship *September 2020 - Present*

Planned and conducted exploratory HCI studies for a new learning-by-teaching platform. Developing platform requirements and designing mockups based on initial research findings.

### Undergraduate Research Assistantship *September 2019 - April 2020*

Conducted HCI pilot studies with Dr. Edith Law's teachable robot [research](#) team to learn how to enhance student learning and engagement through conversational agents. Improved the Curiosity Notebook's UI using HTML and CSS.

### Teaching Assistant *September 2018 - April 2020 | January 2021 - Present*

GBDA 303 - Data and Society, GBDA 201 - Digital Media Project 1, GBDA 304 - Marketing in the Digital World, and CS 430 - Applications in Software Engineering.

### **Student UX Researcher - REAP** *September 2015 - December 2016*

Created journey maps, to better communicate an analysis of the experience in developing content for the Oculus Rift and Kinect in the Felt Lab. Outlined the best practices for virtual reality user interface design. Presented these findings at public Lunch and Learns and engaged audience in a card sorting workshop.

## **Other Experience**

---

### **Volunteering**

#### **Admin - FFUW (Free Food University of Waterloo)** *September 2015 - Present*

Improving the user experience of FFUW's social media (7,380 members in Facebook group) by regulating posts, approving student requests for sharing food and by organizing free food events on campus.

#### **Mentor - Hack the North (University of Waterloo)** *September 2019*

Helped hackers efficiently overcome UX and front-end development challenges by simplifying the problem.

### **Tools & Languages**

Advanced: Adobe Illustrator and Photoshop, InVision, Balsamiq, Figma | Intermediate: SQL, HTML, CSS, Visual Studio, Confluence, JIRA, Adobe Premier Pro | Proficient: Python, GitHub, WordPress, Racket, JavaScript, Knockout, C Sharp

### **Interests**

Video gaming - Global Game Jam designer at Facebook APAC HQ <https://globalgamejam.org/2018/games/oh-no-my-transmission> | Conducted a Steam software case study <http://amy-gab.wixsite.com/steamux>