

# Carleen Thio

A designer passionate about creating better user experience through problem-solving and empathy.

📍 Toronto, ON

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## Education

George Brown • Present

UX Design Certificate

University of Toronto • 2019

Honours Bachelor of Science in Cognitive Science (specializing in Computational Cognition) and Linguistic

## About Me

I like research and usability test – it lets me experiment and learn more about the world and people who live in it. I believe that helps build understanding and empathy.

I'm currently a Live Green Toronto volunteer. Previously volunteering for the Toronto Animal Service.

Also a major boardgame fan, especially co-op or strategy ones.

## Skills

### Tools

Figma ●●●●● Sketch ●●●●●

Adobe XD ●●●●● Axure ●●●●●

InVision ●●●●●

### UX Design

Wireframing Prototyping

User Research Usability Testing

Microcopy Interaction Design

### Programming

HTML ●●●●● CSS ●●●●●

React JS ●●●●● Python ●●●●●

Javascript ●●●●●

### Other

Agile Git LaTeX

## Programming & UX Design Experience

● Jan. 2020 - Present • Toronto, ON

### Content Writer & Editor (with a focus on UX topics)

Freelance: Private clients

- Write UX case studies for my UX/Product designer clients to use in their portfolio.
- Create content based on client requirements and provide creative suggestions to improve content flow.

Favourite projects to date:

- Crafted over 600 sentences for Typing Master to use in their games, which helps improve children's typing skills.
- Create and edit content for a gratitude chatbot for a natural conversational flow.

● Dec. 2019 - Present • Toronto, ON

### Lead Product Designer [Adobe XD]

Personal Project: Kallie

Kallie is a scheduling app designed for the trading and plant community.

- Guide the team through the UX design process to keep everyone on the same page.
- Conducted user research, business requirements, and competitive analysis to help define the scope and solution by creating personas, user journeys, and task flows.
- Designed and tested a low-fidelity prototype with potential users to gain feedback of features to be implemented in the high-fidelity prototype.

● Nov. 2019 - Present • Toronto, ON

### Web Developer [HTML, CSS, React JS, Figma]

Personal Project: My portfolio website

- Designed, coded, and deployed a responsive website on Github Pages, while continuously updating it to meet web standards.

● Jan. 2019 - Apr. 2019 • Toronto, ON

### UX Researcher & Designer [Axure RP]

Project: Füdger for Design of Interactive Media Class

I wanted to help solve the food waste problem. Through secondary research, it made the most sense to tackle grocery shopping habits.

- Conducted field studies and prepared the report by converging the team's findings.
- Analyzed, collected and prepared user requirements, definitions, and scope for expected deliverables.
- Designed a low-fidelity paper prototype to evaluate usability issues, which built the foundation for the high-fidelity prototype.
- Conducted multiple usability studies on the high-fidelity prototype which created a friendlier user experience.

● Dec. 2017 - Jan. 2018 • Toronto, ON

### Web Designer [HTML, CSS]

Engineers Without Borders • Global Engineering Week

- Redesigned their web page for cohesion and appeal, which resulted in a simpler look and consistent colour scheme.
- Ensured website functionality and information completeness through user testing.

● Feb. 2017 - Nov. 2017 • Toronto, ON

### Design & Technology Advisor

City of Toronto • Youth Design & Technology Committee

- Conducted qualitative research to identify gaps and provide improvements to the city's community centre, which resulted in a short-term learning program.