

Carleen Thio

Website: carleenthio.github.io

E-mail: carleen.thio@gmail.com

Toronto, ON

Quick Overview

- A team player that conducted two user research and usability testing for UX projects to develop solutions to real-world problems on Adobe XD and Axure.
- Designed four websites (one on Figma). Created two using HTML, CSS, and React JS and one on Wordpress (hosted by DigitalOcean)
- Currently working as a freelance editor and content writer with international clients and volunteering as a Live Green Toronto member.

Education

- **Honours Bachelor of Science** Toronto, ON
University of Toronto 2019
 - Double major in Cognitive Science (specializing in Computational Cognition) and Linguistic
- **UX Design Certificate** Toronto, ON
George Brown Mar.2020 - Now

Design & Programming Skills

Figma	InVision	Adobe XD
Axure	HTML	CSS
ReactJs	Javascript	Python
LaTeX	Git	Github
Scrum	Agile	Prototyping

Programming & UX Design Experience

- **UX Researcher & Designer [Axure RP]** University of Toronto
Project: FÜDGER for Design of Interactive Media Jan. 2019 - Apr. 2019
 - Developed and performed a detailed field study research on participant's grocery shopping habits to narrow down the food waste problem space.
 - Conducted usability testing using a low-fidelity paper prototype to evaluate usability issues, which resulted in a redesign of features like the search button on the inventory page, which was not visible enough to users.
 - Reiterated high-fidelity prototype design after a few rounds of usability testing to understand user pain points, which created a friendlier user experience.
- **Lead UX Researcher & Designer [Adobe XD]** Toronto, ON
Project: Kallie Dec. 2019 - Now
 - Guide the team through the UX design process by detailing the steps needed in order to keep the team on the same page
 - Conducted user research to help define the solution by creating personas, user journeys, task flows, and such.
 - Designed and tested a low-fidelity prototype with potential users to gain feedback to be implemented in the high-fidelity prototype .

- **Web Designer [HTML, CSS]** Engineers Without Borders
Global Engineering Week *Dec. 2017 - Jan. 2018*
 - Redesigned their web page for the event to look more cohesive and appealing, which resulted in a simpler look and consistent colour scheme.
 - Ensured functionality and information completeness before release by reading and testing the website, which resulted in findings such as the logo not returning users to the homepage.
- **Software Developer [Java]** University of Toronto
Project: Warehouse Simulator for Software Design *Winter 2017*
 - Collaborated with the team to develop a warehouse simulator and barcode scanner that provides tracking and updated status of the workers, inventory and facility to increase efficiency.
 - Wrote extensive JUnit tests for the classes and majority of the code documentations to ensure all the codes are running correctly.
- **Design & Technology Advisor** City of Toronto
Youth Design & Technology Committee *Feb. 2017 - Nov. 2017*
 - Conducted qualitative research as the City of Toronto's Youth Design & Technology Advisory Committee to identify gaps and provide improvements in the city's community centre, which resulted in a short-term learning program.

Other Experiences

- **Content Writer & Editor (with a focus on UX)** Remote work, various
Freelance: Private clients *Jan. 2020 - now*
 - Write and edit UX case studies using information given by the client and filling out missing details for them to use in their online portfolio.
 - Create and edit content for a gratitude chatbot to ensure a natural conversational flow.
 - Write and edit content based on client's requirements and perform research if needed.
 - Proofread articles, blogs, and books for corrections and creative suggestions to better content flow.
- **Content Writer** Remote work, Finland
Typing Master *Jan. 2020 - Mar. 2020*
 - Produced over 50 well-researched, family-friendly facts and edited over 200 past facts for accuracy and truth for Type Rush, which is utilized to improve children's' typing skills.
 - Designing over 550 carefully structured sentences to be used in Typing Test to help analyse a user's typing skill and a new typing section targeting the user's weakest alphabet when typing.
- **Work Assistant** Toronto, ON
Innis Café *Sept. 2018 - Apr. 2019*
 - Created a seamless customers experience by aiding daily activities such prepping food alongside the kitchen staff during rush hour, and ensuring coffee is always available, which reduces the number of customers waiting around the coffee section.
 - Helped deliver food and prepare events, and ensured a smooth process throughout the event.
 - Prepared invoices to be sent out to large order customers.
- **Adoption Coordinator** Toronto Animal Service
Toronto Animal Shelter *Sep. 2016 - Feb. 2019*
 - Created a smooth adoption process by facilitating the screening process and understanding the adopter's situation to suggest suitable cats for them.
 - Provided close attention and care for the cats' health, while being alert for signs of sickness, resulting in a quick response from the Toronto Animal Service to provide appropriate care for the cat and reducing the spread of illness to the other cats.