

# Carleen Thio

Website: [carleenthio.github.io](https://carleenthio.github.io)

E-mail: [carleen.thio@gmail.com](mailto:carleen.thio@gmail.com)

Toronto, ON

## In a Nutshell

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- Worked on two UX research and design projects using Axure RP, Adobe XD and one design project on Figma
- Designed four websites. Created two using HTML, CSS, ReactJS and one WordPress site hosted on DigitalOcean
- Currently freelancing as an editor and UX content writer for various international clients
- Participated in hackathons and volunteering opportunities surround animals and the environment's well-being

## Education

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- **University of Toronto** Toronto, ON  
*Honours Bachelor of Science, Cognitive Science and Linguistic* 2019  
– Specializing in Computational Cognition

## Design & Programming Skills

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

## UX Projects

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- **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 .

## Programming Projects & Experience

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- **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.
- **Front-end Developer [ReactJS, CSS]** Toronto, ON  
*The Society of Plastics Engineers, UofT Chapter* Dec. 2017 - Feb. 2018
  - Designed and created a dynamic website using ReactJs to promote the society.
- **Hackathon Participant [Python 3.6.5]** University of Toronto  
*Daisy Intelligence Hackathon* Jan. 2018
  - Scripted logic that uses multiple linear regression to predict the amount of items that would be sold based on price and promotion type.
  - Obtained a more accurate prediction by creating a script using the time series forecasting, which increased prediction accuracy by 8%
- **Hackathon Participant** Toronto, ON  
*UofT V Hackathon* Jan. 2018
  - Developed a battleship game for the Google Home using Actions on Google Console and DialogFlow.
- **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.
  - Utilized CRC cards to identify classes required for creating a warehouse simulation.
  - Developed a logger using the observer and singleton design pattern that is logs interactions between the barcode readers, the workers, and the program.
- **Project Leader and Developer [Java]** Toronto, ON  
*Photo Tagger Design Project* Fall 2017
  - Conceptualized an application that allows user to select and rename photos in their operating system and allowing it to be searched outside of the application by adding tags to the photos.
  - Developed the structural design of the user interface using composite and facade design pattern to encapsulate the complex parts of the application .

## Research and Writing Experience

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- **UX Portfolio Content Writer** Remote work, various  
*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.
- **Content Writer** Remote work, Finland  
*Typing Master* Jan. 2020 - now
  - Produce over 50 well-researched, family-friendly facts for the Type Rush game, which was utilized by them to improve children's' typing skills.

- Edited over 200 past facts for accuracy and truth, and reduced the number of characters to stay within the prescribed limit to ensure smooth user experience for Type Rush.
- Designing 10 carefully written sentences, which contains all the alphabets at least once, for Typing Test to help analyse a user's typing skill.

- **Researcher**

University of Toronto

*Project: Language Learning for Cognitive Science in Practice*

Jan. 2019 - Apr. 2019

- Identified a linguistic problem involving complex cognitive processes with a team to find a better solution for society, which resulted in helping language learners improve.
- Designed a more efficient language learning style for different levels of proficiency by conducting user research consisting of field research, interviews, and secondary research, creating an improved learning method.

- **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 Involvements

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- **Volunteer**

Toronto, ON

*Live Green Toronto*

Feb. 2020 - now

- Spread awareness at events and continuously attend training sessions as a Live Green member to help make Toronto one of the greenest cities in the world.

- **Work Assistant**

Toronto, ON

*Innis Café*

Sept. 2018 - Apr. 2019

- Created a seamless experience for customers by aiding daily activities such as taking orders, 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.

- **Event Liaison**

University of Toronto

*Science Rendezvous*

May 2018, May 2017

- Promoted the linguistic department by overseeing several booths, which included explaining the nature of the language Inuktitut.
- Explained the concept and potential use of virtual reality to attendants by preparing the device and guiding them through it.

- **Program Coordinator**

University of Toronto

*Alternative Reading Week*

Apr. 2016

- Organized a bonding activity for children between the age of 8-14 with a team of five.
- Adapted quickly to changes to ensure a smooth running activity by actively communicating changes to team members and rules to the children.