

Daniel Chen

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EDUCATION

University of Waterloo

Waterloo, ON

Honours Global Business and Digital Arts (Computing Minor)

Expected Graduation: Jun 2028

- **Relevant Coursework:** User Experience Design, Web Development, Digital Media, Data Structures, Management Information Systems, Microeconomics

TECHNICAL SKILLS

Tools: Figma, Adobe Creative Suite (Illustrator, Photoshop, InDesign, Express), Microsoft Copilot Studio (Excel, PowerPoint, Word, SharePoint, Office), Canva, Postman

Programming Languages: JavaScript, Python, CSS, HTML, React, JSON, SQL

Interests: Pike Fishing (Record catch: 30lbs), Lego, Violin (Level 8), Lego Photography (3 years of experience)

WORK EXPERIENCE

Toronto Catholic District School Board

North York, ON

AI Developer

Sep 2025 – Dec 2025

- Developed and deployed a **Copilot Studio** AI guidance agent within TCDSB SharePoint allowing self-service resolution for 70% of common issues reducing predicted service desk backlog by 20%
- Optimized markdown instructions for declarative agents increasing test answer utility to a 90% accurate level
- Integrated ticket management abilities into the AI guidance agent by incorporating the **Ivanti REST API**
- Tested and optimized agent prompts and use cases, delivering solutions and securing executive approval

PROJECTS

Product Redesign for Amsterdam Brewery

Nov 2024

- Used **Illustrator** and **Photoshop** to redesign the logo and create new labels for a local brewery
- Created a slide deck using **Adobe Express** to present the new logo, mockups, and rationale behind how design decisions (**color pallet**, **key visuals**, **history**) helped the brewery connect with their core audience
- Researched and analyzed the company's key customers, product performance, and market positioning to make educated changes to the logo and product designs that helped the brewery achieve their core objectives

Room System Design for UW Portal

Apr 2025

- Planned and created an **app prototype** offering university students convenient access to **study rooms**
- Designed **user interface**, **structure**, and **app features** using **Figma** to enhance user usability and engagement
- Conducted interviews and **user research** on undergraduate students to understand desired functionality

uXperience Design Jam – Mobile App Design for replica.ai

Nov 2024

UX Designer

- Collaborated in a team to strategize and design an **app prototype** during a **design jam**, addressing challenges related to **financial literacy** for high school students
- Used **Figma** to design the homepage, leaderboard, AI chatbot assistant, and account listing sections of the app
- Finalized and pitched the **app concept** to judges, highlighting user benefits

MOSAIC – Website Design for Hire Right

Apr 2025

UX Designer

- Lead a team to build a website that connects businesses with the right human resources
- Designed an AI chatbot assistant, filter system, rating system, and schedule booking system, using **Figma**
- Presented the prototype to business judges, showcasing benefits, website layout, and walk through of features