Daniel Chen

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EDUCATION

University of Waterloo   Waterloo, ON
Honours Global Business and Digital Arts (Computing Minor)   *Expected Graduation: Apr 2028*
- **Relevant Coursework:** User Experience Design, Web Development, Digital Media, Data Structures, Management Information Systems, Microeconomics

TECHNICAL SKILLS

Tools: Figma, Canva, Adobe Creative Suite (Illustrator, Photoshop, InDesign, Express), Microsoft Copilot Studio, Microsoft Office (Excel, PowerPoint, Word, SharePoint)
Programming Languages: JavaScript, Python, CSS, HTML, React, JSON, SQL, REST API, Postman

WORK EXPERIENCE

Toronto Catholic District School Board   North York, ON
AI Developer Intern   *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%
- Leveraged **Microsoft Copilot** as the underlying LLM to refine the chatbot, improving response formatting
- 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
- 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
- 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
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
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