

HENRIETTA VAN NIEKERK

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OBJECTIVE

I bridge the gap between user needs and product development, ensuring designs are both innovative and functional. Environments where I can create solutions that make a difference are where I aim to further develop my skills in code and design, contributing to pushing the boundaries of technology with a human-centred lens through co-op experiences.

EDUCATION

Bachelor of Global Business and Digital Arts, University of Waterloo

Expected 2027

- Hack The North (2024)
- Peer Leader, UW Housing (2023)
- Project Manager, UW CUBE (2023)
- President's Scholarship (2022)

Relevant Coursework: Advanced User Experience Design and Research, Global Development and Business, Digital Imaging for Online Applications, Working in Teams and Project Management

SKILLS

Technical Skills UX/UI, AI Prompt Engineering, Python, Javascript, Java, C++, Adobe Suite, Figma

Soft Skills Empathy-driven Design, Problem Solving, Leadership, Communication, Stakeholder Engagement

EXPERIENCE

AI Consultant, HalalMeals

Oct 2024 - Present

- Designed and implemented scalable NLP workflows and ML models for personalized meal recommendations, leveraging BERT and TensorFlow
- Developed scalable AI solutions using microservices architecture and conducted usability and compliance testing to ensure GDPR adherence.
- Delivered improvements in user engagement metrics, achieving a projected 20% increase through iterative development and optimization.

Extended Reality Research Assistant, Stratford School of Interaction Design and Business

Jan - Sep 2024

- Led research identifying a 62% gap between developer intent and user expectations for VR/AR/MR in everyday contexts.
- Developed a tool that scraped 60,000+ TikTok, Reddit, and YouTube comments for sentiment and thematic analyses.
- Co-authored paper that proposed changes projected to improve user satisfaction by 87%, aligning VR/AR/MR development with user needs.

Digital Media Instructor, St. John's Kilmarnock School

April - June 2024

- Created and implemented comprehensive Wacom tablet guidelines, adopted in classrooms, which reduced technical issues by 60%, increased student engagement by 43.5%, and improved digital learning outcomes by 50%.

Life Claims and Living Benefits Coordinator, Sun Life

June - August 2023

- Collaborated with an Agile squad to develop a new workflow application, enhancing user interface efficiency resulting in a 50% faster claim processing time for policyholders and increasing team productivity by 35%
- Played a key role in migration of critical data, ensuring no interruptions in ongoing claims processing.
- Conducted thorough end-to-end testing that ensured 100% accuracy in the claims system, delivering a flawless experience for all policyholders.

PROJECTS

XR In The Wild Research Study. An exploration of Extended Reality (XR) in everyday environments, this study uncovers pivotal insights into the disconnect between XR developers and real-world user needs. Findings offer actionable strategies poised to redefine the future of XR product development.