

# Iris Shao

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## EDUCATION

### University of Toronto

**Bachelor of Science in Statistics, Mathematics, and Digital Humanities**

Toronto, ON

**Anticipated: Aug 2022**

*Student Leadership:* Victoria College Transition Mentor, Vic Dean's Advisory Committee, Vic Career Programming Facilitator, Vic Hey, Teach! Education Magazine Editor, Hart House Finance Committee, Accessibility Student Advisory Committee

**Design Thinking Certificate, Cookhouse Labs - InsurTech**

**Jul 2021**


## SELECTED WORK EXPERIENCE

### Design Researcher

Toronto, ON

**Innovation Hub, University of Toronto**

**May 2022 - Present**


- Conducted user-centric research to inform the redevelopment of Sidney Smith Hall - future campus hub and landmark of the Faculty of Arts and Science (largest capital project in U of T's history) 
- Translated qualitative research into a design thinking approach through 20+ empathy-based interviews, community-based co-creation, collaborative ideation, and visioning
- Transformed data analysis and findings into compelling needs-based insights, principles and recommendations that can inspire action
- Communicated user stories that drive impact in diverse audiences

### UX Designer

Toronto, ON

**Travel Health Insurance Association of Canada (THiA)**

**Aug 2022**

- Led a cross-functional team of 5 university students to ideate solutions for THiA's internal business challenges over a one-week design sprint hosted by Cookhouse Labs - InsurTech 
- Conducted market research, analyzed customer survey data, created problem statements, identified stakeholder pain points, refined stakeholder needs, and prototyped solutions with a human-centric approach; examples of deliverables include empathy map, persona, business model canvas, and minimum viable product
- Presented insights and solutions to THiA's president, vice president, and other executive board members to inform strategic direction

### Teaching Assistant

Toronto, ON

**University of Toronto Department of Statistical Sciences**

**Sep - Dec 2021**

- TA for STA130H1 Intro to Statistical Reasoning and Data Science (578 students, 25 students per tutorial)
- Ran tutorial sessions, facilitated and evaluated student engagement on discussion boards, answered questions on Piazza, held office hours, provided project guidance, and graded problem sets and written reports

### Pension Analyst Co-op

North York, ON

**LifeWorks (formerly Morneau Shepell)**


**May - Aug 2018 and May - Aug 2017**

- Calculated actuarial value for defined benefit pension plans, such as retirements, terminations, deaths, marriage breakdowns, etc., in accordance with various legal requirements for multiple fortune-500 clients
- Successfully implemented and improved processes, resulting in 20% increased time efficiencies in pension calculations

## SELECTED PROJECTS

**FLI Hub (Design Brief , Miro Board )**

**Course Project for EDS345H5 Design Thinking Incubation (Winter 2022, Individual Project)**

- Created a service that provides curated support to first-generation and/or low-income (FLI) undergraduate students at University of Toronto
- Employed service design thinking methods  including research, ideation, and prototyping to test, refine, and improve the idea's sustainability, scalability, and viability

**Virtual Residence Tour **

**Course Project for CDN355H1 Digital Media, Digital Makers (Fall 2020, Individual Project)**

- Designed a mobile-friendly Virtual Residence Tour website for Victoria College using ArcGIS StoryMaps
- Extracted and reassembled key information and media from official university websites, campus maps, and affiliated social media accounts onto a single webpage to provide simple navigation in a comprehensible, sensible, and informative manner