Michelle Steen

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Experience

Quality Systems Engineer
Omniscient Neurotechnology / Sept – Dec 2022

- Drove roadmap, defined requirements, and rolled-out eQMS workflow MVP to automate tool validation in accordance with globally recognized regulatory standards

- Performed 20+ user testing to ensure the accessibility of UI designs for color-blindness, expanding customer base by 3%

- Led a continuous improvement initiative by interviewing cross-functional team members to identify improvements, understand pain points, and automate process, reducing output time by 30%

- Managed the delivery of a CAPA with a 100% verification of effectiveness by conducting root cause analysis of a non-conformance and understanding challenges in development process

Product Quality Assurance Associate
AceAge / Jan – May 2022

- Identify trends in data to build product roadmaps of 20 high priority features of a medical device and its associated mobile app, reducing the number of application setup steps by 35%

- Developed and implemented 200+ test cases using Zephyr and offered customer-centric improvements, resulting in a 70% decrease in customer feedback issues

- Evaluated data from 50+ A/B tests to identify areas of improvement in product features, resulting in a 15% increase of user satisfaction rate

Product Manager
CauseMatch / June - Aug 2021

- Conducted market research and 15+ user interviews to understand user trends, user behaviours, and attract 30+ clients

- Prioritized user stories to initiate a product life-cycle-commit process of fundraising tool, streamlining operations and accelerating delivery by 15%

- Built and integrated JQL/SQL based project management tool to help executives track status of 30+ multi-phase projects

Tool kit

Skills

Agile Methodology, User Stories, Wireframing, Usability Testing, User Research, Prototyping, Interaction Design, Product Roadmapping, Accessible Design

Tools

Figma, Adobe CS, Microsoft Suite, Agile Methodology, Jira, Asana, Microsoft, HubSpot

Development

SQL, React, HTML, CSS, JavaScript, Python, C++, Java, Git, Bash

Education

University of Waterloo

Systems Design Engineering (B.ASc)

Scholarships

Motorola Engineering Scholarship (Presented annually to one top student), Presidents Scholarship of Distinction

Relevant Courses

Data Structures and Algorithms, Human Factors Design, Digital Systems

Interests

Frisbee, biking, climbing, travelling to over 50 countries