

NINA PHAN

Product Designer & Hotdog Connoisseur

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EXPERIENCE

Product Design Intern | Ontario Digital Service Lab

MAY 2019 - AUG. 2019

- Co-led user research and interface design for a new family law portal and online information program, reducing the time spent navigating the legal system for 50,000 Ontarians annually
- Facilitated 16 user interviews and usability testing sessions, and 1 field study to validate design decisions with data
- Prescribed recommendations and solutions backed by actionable research findings to executive leadership and business stakeholders

Design Director | UW Blueprint

MAY 2019 - AUG. 2019

- Organized and moderated a *Designing for Diversity and Inclusion* event with 6 speakers from public and private organizations for 50 attendees
- Managed and mentored 8 designers through facilitating a design bootcamp and critiques to strengthen their research and design thinking skills

UX Design Intern | Ontario Teachers' Pension Plan

SEPT. 2018 - DEC. 2018

- Led the design of a pension services portal to provide an accessible off-site alternative to 300,000 members, while reducing business costs in the call centre
- Designed a data visualization dashboard for call centre, campaign and email analytics to assist with decision-making to increase member engagement

PROJECTS

Cardiaid | McMaster Medical School

JAN. 2019 - MAR. 2019

- Led user research and interface design for Cardiaid, a vital monitoring system for patients with dementia that helps caregivers identify patient health decline

Medetect | Advanced Interface Design Lab

JAN. 2019 - MAR. 2019

- Orchestrated user research for the design of a patient dashboard that allows physicians to monitor prescription medication activity of patients

EDUCATION

University of Waterloo

Biomedical Engineering
Class of 2021

TOOLBOX

Design

Balsamiq
Figma
Invision Studio
Adobe XD

Research & Analysis

Usability Testing
Field Studies
User Interviews
Service Blueprints
Journey Maps

Development

R
Python
HTML & CSS

INTERESTS

Jazz guitar
Basketball
Woodcarving