




LAUREN IP

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EDUCATION

University of Toronto / B.A.Sc. Industrial Engineering

CLASS OF 2020

Specializing in Human Factors & Information Systems, cGPA 3.74 / 4.00

C. David Naylor Scholarship (\$20,000) for academic & leadership excellence

Courses: *Human Centered Systems Design, Design & Analysis of Information Systems, Psychology for Engineers, Fundamentals of Computer Programming*

EXPERIENCE

Healthcare Human Factors / Human Factors Design Intern

MAY 2018 - PRESENT

—Redesigning a multi-platform clinical portal to reduce clutter & streamline critical workflows for 4000+ clinicians at one of the largest hospital networks in Canada.

—Delivering high-fidelity prototypes for both mobile & desktop, validating design decisions through ongoing interviews & testing sessions with 10+ super-users.

Fridgit / UI/UX Designer

SUMMER 2017

—Designed the mobile application & product landing site for a smart, IoT inventory tracking device that helps users better manage the food in their fridge.

—Led the growth of our brand & visual identity, placing Top 12 in the University of Toronto's Hatchery Entrepreneurship Program.

Interactive Media Lab / Design Research Assistant

SUMMER 2017

—Designed ambient activities to promote patient engagement & reduce disruptive behaviours in the cognitively impaired, significantly improving quality of life.

—Analyzed user-system interactions in 4000+ videos to identify key usability issues & propose design changes for implementation across long-term care facilities nationwide.

LEADERSHIP

You're Next Career Network / Director of UI/UX

MARCH 2018 - PRESENT

—Leading a team of 5 content creators & front-end designers to transform the end-to-end digital experience for 3000+ students in search of professional development.

—Spearheaded a complete website redesign to improve overall user experience & customer value, driving page views up by 50% and reducing bounce rates by 30%.

SKILLS

TOOLS

Sketch

Figma

Balsamiq

Axure RP

InVision

Adobe CS

DEVELOPMENT

HTML/CSS

JavaScript

Java

RESEARCH & DESIGN

Cognitive Walkthrough

Heuristic Evaluation

Contextual Inquiry

Persona & Scenario Development

Journey Mapping

Wireframing

Storyboarding

Prototyping

Usability Testing

PROJECTS

Voluntree

Led the design of a mobile social volunteering platform to enhance the experience of volunteering through gamification & community sharing.

Redesigning Spotify

Reimagined the user interface of the popular music streaming service's desktop application to improve overall usability by 49%.

ACTIVITIES

Iron Dragons Dragon Boat

2018 Club Crews World Champions

Hart House Orchestra

Carnegie Hall performer, violin

Frosh Week Graphics

Designed print & digital marketing material for 1300+ incoming students