leon han

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EXPERIENCE

Hatch Credit · Product Design Intern
May 2021 – Aug. 2021, San Francisco CA

Designed a feature to surface transaction and withdrawal limits, reducing call volume by over 50% and preventing account suspensions

Led qualitative and quantitative generative research on account closures, resulting in 3 large-scale features being highly prioritized; synthesized research and presented to 50+ employees and executives

Hack the North · Product Designer
May 2021 – present, Waterloo ON

Designed the team formation tool to help hackers find teams, and re-designed the sponsorship dashboard to

Led chats with the LGBTQIA2S+, Black, and other excluded communities to generate insights on how to make Hack the North more inclusive

Geotab · Product Design Intern
Sep. 2020 – present, Remote

Designed and launched Collision Detection, a product to visualize collision data to improve fleet safety, to 40,000+ users worldwide

Audited a city snow-plow tracker according to the WCAG guidelines to make accessibility recommendations to the design and engineering teams

TD Bank (Innovation Lab) · UX/UI Design Intern
Jan. – Apr. 2020, Kitchener ON

Built the first iteration of the lab's COVID-19 resource hub, refining product scope and designing interactions to pitch to TD senior VPs

COMMUNITY

Tech+ UW · User Researcher
Aug. 2020 – present, Waterloo ON

Implemented foundational research methods to better understand the barriers facing underrepresented minorities in tech, defining the direction of the various project teams and the organization as a whole

SKILLS

Design

Inclusive design, accessibility, product thinking, strategy, user research, user flows, data analysis, prototyping

Tools: Figma, Mode, Zeplin, Principle, Sketch, Webflow

Development

HTML / CSS, JavaScript, Python (Flask), C++, SQL

EDUCATION

University of Waterloo

Systems Design Engineering BASc Candidate
Sep. 2019 – Apr. 2024

Relevant coursework: Design, Systems & Society, Human Factors Engineering, Algorithms & Data Structures

AWARDS

1st Place
Think Privacy Design Jam

Designed an app for secure, remote after-school activities

3rd Place
Adobe + Activision Jam

Designed an app for new gamers to find buddies