

# ling lu

Engineer-turned-designer with 2-years of experience creating consumer and enterprise products.

Passionate about future-tech, and designing holistically with my multidisciplinary background.

linglu.ca

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## education.

**University of Toronto, BSc in Systems Engineering**  
Expected May 2021

*HCI Specialization, Minor in Artificial Intelligence*

GPA 3.94/4, Dean's Honor List

Further coursework in design from Stanford's d.school

## experiences.

**Square - Cash App, Product Design Intern**

April 2020 - Aug 2020

Designed end-to-end features for the mobile support experience with a focus on search and chat solutions. Created prototypes and conducted qualitative user research driving a complete support redesign.

**Square, AI Product Design Intern**

Jan 2020 - April 2020

Designed and engineered interactions of a conversational AI receptionist that greeted employees and managed visitors, using facial and speech recognition.

**Dessa, UI/UX Design Intern**

Sept 2019 - Jan 2020

Served as the startup's first UX designer. Spearheaded complete redesign of flagship web-based products, Atlas and Orbit. Focused on data visualization.

**Royal Bank of Canada, Data Scientist Intern**

May 2018 - Aug 2018

Created a time-series model that anticipated employee attrition to 73% accuracy. Potential savings up to \$1.4m in data-loss prevention.

## involvement.

**UofT Blueprint, Director of Design**

Aug 2020 - Current

Leading and mentoring a team of 5 student designers, distributed across 3 product teams partnered with Toronto non-profits, through hosting design workshops and critiques.

**UofT Design for X, UI/UX Lead**

Aug 2020 - Current

Lead design and front-end development of the club website.

## skills.

**Code** - Python, Java, SwiftUI, HTML/CSS, JavaScript

**Tools** - Figma, Sketch, Principle, Cinema 4d, Adobe suite,