

ling lu

Engineer-turned-designer with 3-years of experience creating consumer and enterprise products.

University of Toronto, BAsC in Systems Engineering

HCI Specialization, Minor in Artificial Intelligence
SGPA 4.0, Dean's Honor List
Further coursework in design from Stanford's d.school

linglu.ca

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experiences.

Abnormal Security, Product Designer I, Product Designer II
June 2021 - Current

Second hire on a team of three driving design for a \$4 billion AI cybersecurity company backed by Greylock and Insight Partners.

Sole designer for various 0-1 product streams, collaborating with numerous product and engineering partners

DRI for creating and maintaining first formal design system

Redesigned internal review platform increasing labeling accuracy by 12% and speed by 4%

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. Created a web-based interface for admins.

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. Redesigned promotional websites and assets, increased time on site by 72% and decreased bounce rate by 40%.

Dessa, Machine Learning Intern
Sept 2019 - Jan 2020

Contributed to development of a production-level machine learning pipeline to read text from cheque images at 98% test accuracy, using a CRNN model.

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.

skills.

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

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