

Gregory Ng

UX/UI Architect

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Ontario, Canada.

Skills:	Research	Prototyping	Software	Coding
	User Research	Sketching	Figma	HTML & CSS
	User Testing	Wireframing	Adobe Suite	JavaScript
	Heuristic Evaluation	Style Guides	InVision	Python
	Data Analysis	High Fidelity Prototype	Tableau	C

Education:

University of Toronto

UX/UI School of Continuing Studies
BSc. Mathematics

September 2021
June 2019

Certificates:

University of Waterloo

Python 3

Harvard University

Data Science, R Basics

Experience:

RBC Royal Bank | Toronto, ON.

- Served as the first point of contact to fulfill client needs and displayed positive first impressions through friendly, client-centric service culture and expert customer service to exceed regional expectation averaging 150 clients per week.
- Contributed to the bank's successful referral program with \$2.1MM in closed referrals to RBC partners.
- Maintained balanced and sufficient cash daily including full ATM, and vault responsibility.
- Advised clients of online and mobile channels helping clients access their banking needs remotely, and conveniently via multiple channels.

UX/UI Projects:

Unscripted – Mobile App Design Challenge

Goal: Provide a fun and spontaneous way for users to explore new activities. Reduce scheduling and researching time and stress and help users to focus on doing things that they love.

Skills Applied: User Research (Interviews + Surveys) & Analysis, Mobile User Experience Design (UX-UI), Interaction Design, Wireframing, Prototyping, User Testing, Figma, Invision.

https://docs.google.com/presentation/d/1d7DL15YOsB0t4cESyafKYWt7EEenzoh1v4MZr_cABk3I/edit?usp=sharing

Mississauga Humane Society – Case Study

Goal: Redesign a webpage that was clustered and difficult to navigate with multiple redundant links and misaligned features. Removing unnecessary features like a cart option, implementing and refining search feature that were missing. Reorganizing and restructuring the website information architecture.

Skills Applied: Heuristic Evaluation, User Research (Interviews & Surveys) & Analysis, Interaction Design, Prototyping, User Testing, Figma, and InVision.

https://docs.google.com/presentation/d/1qyfZzcKG3xx9mSjO9NrZuN1Lz1INdEvYK8_r9gfNZII/edit?usp=sharing

Canada Revenue Agency – UI Case Study

Goal: Simplify the navigation users experience when using a platform that many rely on to attempt to find necessary information in regards to their taxes and business accounts.

Skills Applied: User Research (Interviews & Surveys) & Analysis, User Persona, User Experience Design (UI/UX), Interaction Design, Prototyping, User Testing, Figma, and InVision.

https://drive.google.com/file/d/11aOc95bUO4VIB_8-oMB0quaPlzhKBQ2t/view?usp=sharing