

RACHEL CHEN 0→1 PRODUCT DESIGNER & ENGINEER		rachelchen.tech linkedin.com/in/rachel-jjayi-chen	rachelc0715@gmail.com +1 (647) 409-8546
EXPERIENCE	Bloomberg Software Engineering Intern June 2025 - Present	Reimagining terminal customer support in collaboration with internal stakeholders and UX researchers.	
	1Password Product Design Intern Jan 2025 - April 2025	Shipped core product functionality for native macOS support, new onboarding features to enhance B2B user experience, and internal dogfooding workflows for 1500+ employees.	
	The Brain & Mind Institute Product Designer Sept 2024 - Dec 2024	Led design for an educational screener used by school boards and research groups across the Americas, working with engineers on end-user experience, admin management, and data visualization.	
	Royal Bank of Canada Software Engineering Intern May 2024 - Aug 2024	Built & deployed patent-pending AI tool projected to save \$2.15M annually for the global HR centre, reducing call times by 19.5% and eliminating 21% of calls. Drove product strategy and secured executive buy-in from the Head of Global Functions Technology.	
	Onova Product Design Intern Jan 2023 - May 2024	Shipped a B2B innovation management platform for Fortune 500s, generating \$40K in additional annual revenue, serving 7,000+ professional users. Led design for a novel AI-powered poker coach, from concept to launch within 4 months .	
	rchen.studio Founder June 2021 - July 2022	Delivered product and brand design for 60+ clients, managing end-to-end operations as a freelancer.	
LEADERSHIP	Hack Western Design Lead May 2024 - Present	Designing delightful and engaging hacker experiences for 1400+ students across the world.	
	Product Design Sprint Co-Chair June 2023 - May 2024	Grew Western's largest design competition by 157% , engaging 250+ participants and securing partnerships with Balsamiq, Accenture, and BMO.	
EDUCATION	Ivey Business School, Western University Expected May 2027	Honours in Computer Science & Business Administration Western National Scholarship (\$30,000) Top 250 Scholarship of Excellence (\$10,000)	
	Grow with Google July 2022	UX Design Certificate	
SKILLS	Design & Prototyping Technical & Languages	Figma, Protopie, Adobe XD, Balsamiq, FigJam, Miro, Mural Python, C++, Java, JavaScript, HTML, CSS, SQL, Git, Jira	
AWARDS	1st Place 1st Place 1st Place 2nd Place & Google Cloud Prize Best Eye-Tracking Device Best Health Hack Best Cohere Hack	UX Laurier Design-a-thon 2024 SheHacks+ 8 DataQuest 2024 Hack Western X Hack the North 2023 MetHacks 2023 UofTHacks X	