

RACHEL CHEN	PRODUCT DESIGNER & ENGINEER	rachelchen.tech Linkedin rachelc0715@gmail.com
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	Shipping core product functionality for native macOS support. Introduced new onboarding features to enhance B2B user experience, partnering with product management and engineering to define product direction. Explored automation for a new internal dogfooding project.
	Royal Bank of Canada Software Engineering Intern May 2024 - Aug 2024	Built & deployed patent-pending AI-first product projected to save \$2.15M annually for the global HR call centre, reducing call times by 19.5% and eliminating 21% of calls. Drove product strategy with user feedback and field studies. 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. Drove product direction for a novel AI-powered poker coach, from concept to launch within 4 months .
	rchen.studio Freelance Designer 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, SQL, HTML, CSS, Git, Jira, Confluence
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