Rachel Chen

Builder with a passion for data & human-centric experiences

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EXPERIENCE

Western Brain & Mind — Product Design Intern
London, ON, CA | Sept 2024 - Present

Designing a research software to streamline data collection and analysis on children's numeracy skills, resulting in time savings of **20 hours/week** for neuroscience research on learning and development.

Biogenesis — Product Design Contractor
Remote | Aug 2024 - Sept 2024

Launched a delightful discovery and onboarding experience for a novel biotechnology platform.

Royal Bank of Canada — Software Engineer Intern, Amplify Program
Toronto, ON, CA | May 2024 - Aug 2024

Designed, built, and deployed a **patent-pending** AI tool projected to save **$2.15M** annually for Global HR call centre operations, reducing average call times by **19.5%** and eliminating **21%** of interactions.

Onova — Product Design Intern
Toronto, ON, CA | Jan 2023 - May 2024

Led the design of a B2B innovation management platform for Fortune 500 companies, generating **$40K** in revenue within the first month and achieving a **4.8/5** UX rating from **1,000+** users.

Strategicly — Product Design Intern
Remote | Sept 2022 - Dec 2024

Boosted landing page conversion rates by **32%** by spearheading a rebrand and redesign for optimal customer experience, managing stakeholder communications to gather design requirements.

rchen.studio — Founder & Designer
Remote | June 2021 - July 2022

Delivered product and brand design for **60+** clients, managing end-to-end operations, including marketing, discovery meetings, contract negotiations, revisions, customer service, and finances.

COMMUNITY

Hack Western — Product Designer
May 2024 - Present

Created a personalized and engaging application experience for **1300+** students across the world.

Product Design Sprint — Co-Chair
Sept 2022 - May 2024

Grew Western's largest design competition by **157%**, engaging **250+** participants in a unique learning experience by managing a team of 12 and securing partnerships with Accenture, Balsamiq, and BMO.

EDUCATION

Ivey Business School, Western University — Honours in Computer Science & Business Administration
London, ON, CA | Expected May 2026

Western National Scholarship ($30,000), Western Scholarship of Excellence ($10,000)

Grow with Google — UX Design Professional Certificate
Remote | July 2022

SKILLS

Design & Research — Figma, Adobe XD | Framer, Webflow | Balsamiq, FigJam, Miro, Mural
Technical & Data — Python, Java, Javascript, HTML/CSS | Git, Jira, Confluence | SQL, Power BI

AWARDS

1st Place — UX Laurier Designathon
1st Place — SheHacks+
2nd Place & Google Cloud Prize — Hack Western

Best Cohere Hack — UofT Hacks
Best Eye-Tracking Device — Hack the North
Worldcoin & Blockscout Prize — ETHGlobal Hacks