




Rebecca Chong

UX Designer

 rebecca.a.chong@gmail.com
 +1 604-446-7339
 rebecca-a-chong.com
 linkedin.com/in/beccachong

With my business acumen and design skills, I approach projects with a holistic perspective, skillfully navigating the line between user satisfaction and business success.

Skills

- Figma
- Adobe XD & Photoshop
- Web Development (HTML, CSS, JavaScript)
- Data Analysis and Visualization (Excel, Tableau, SQL)
- Project Management

Education

Google UX Design Professional Certificate

March 2023

Simon Fraser University

August 2018

BBA with Distinction in Human Resources Management & Management Information Systems

GPA 3.96

Ask Me About...

- 🎮 The games I play
- 📝 My typing speed
- 🍰 Baking projects

UX Projects

Ripple and Surge • Freelance UX Designer

June 2023 - August 2023

- Conducted competitor analyses to identify common UX patterns and industry design trends
- Audited the company's existing website to identify accessibility concerns and usability issues
- Presented recommendations then implemented them in a cross-platform redesign that increased monthly site traffic

Pivot • Mobile App Concept

January 2023 - April 2023

- Designed a mobile app that provides career changers with the knowledge needed to make informed career decisions
- Performed secondary research to identify screening criteria, craft interview questions, and inform initial design efforts
- Designed and moderated remote usability tests on product mockups to gather feedback for design iteration

Selected Professional Experience

TELUS Communications Inc. • Business Systems Analyst I

December 2020 - August 2022

- Generated \$1.4M in annual savings by owning the execution of training and Go Live support to align team members to newly standardized systems and processes
- Created the change management strategy, messaging and deployment plan for communications to 50K+ customers and 250+ TELUS team members
- Built data visualizations and reports using Tableau and Excel to inform key strategic decisions and track project metrics

Relic Entertainment Inc. • Talent Coordinator

November 2018 - May 2019

- Spearheaded HR system improvements by collecting user feedback, implementing solutions in collaboration with vendors, and providing user training
- Established 4 cross-team collaboration programs after analyzing exit feedback and identifying opportunities to improve retention