

SKILL SET

Design professional with extensive experience in corporate and agency settings.

- Expert in user research and testing, information architecture, wireframing, multi-fidelity rapid prototyping in HTML/CSS/Principle/InVision, infographics and data visualizations, UX audits and visual design.
- Skilled in conducting competitive analysis and translating qualitative and quantitative data into effective design.
- Effective team collaborator with 4+ years of experience working with product managers and developers in both Waterfall and Agile environments.

TOOLS

Sketch App, Adobe Creative Suite, Principle, Invision, Framer, JavaScript, JQuery, HTML5, CSS3 and Git.

EMPLOYMENT

Zscaler

September 2017 - Present

UX Designer → UX Designer II (promoted May 2018)

San Jose, CA

In charge of delivering UX solutions for Zscaler's flagship applications: Zscaler Internet Access (ZIA), Zscaler Private Access (ZPA) and Zscaler Super Cloud Manager (ZSCM)

- Contributed component interaction patterns (e.g. navigation, selection controls) and dashboard widget animations (e.g. pre loading, infographics) to Zscaler's design system; used Framer to create and share assets with developers.
- Triaged and prioritized requests for UX specifications and design deliverables from stakeholders on multiple projects in parallel.
- Designed Zscaler's Customer Subscription and Provisioning system; conducted on site usability tests with Finance and Sales teams.
- Initiated adoption and implementation of Mixpanel user analytics for ZIA and ZPA by developing tracking plans and establishing KPIs; user insights led to the redesign ZIA's reporting section.
- Designed ZIA's Operation and IoT dashboards by depicting complex data sets with rich interactive graphics and data visualizations; dashboard designs were highlighted by the Chief Strategy Officer at Zscaler's Cloud Summit conference.
- Created user journeys and wireframes during brainstorming sessions with product team leaders for the IoT security feature; finished interactive prototype resulted in average task success rate of 91%.

WebEnertia

August 2016 - September 2017

UX/Visual Designer

San Jose, CA

Led and delivered cross-platform responsive design solutions in a fast paced environment.

- Spearheaded the UX redesign of several responsive websites. Responsibilities included gathering client insights, optimizing information architecture, wireframing, prototyping and justifying design decisions.
- Developed UX and visual design for the Aruba Networks Profiler web application using HPE's Grommet framework following a rapid iterative design process.
- Conceptualized, wireframed and prototyped infographics such as Riverbed's SteelHead SD infographic which exceeded the average 2% CTR and increased user engagement on the page by 20%.
- Mentored product managers and designers, by teaching UX best practices and how to solve challenging problems through design.
- Established and led the transition of the UX design process to a modular approach, built on pattern libraries and grid-based layouts.

Clients include: Aruba Networks, CISCO, Couchbase, Hewlett Packard Enterprise, Imperva, Iteris, McAfee, Riverbed, Venafi, Weka.io

EMPLOYMENT, CONT.

NexJ Systems

June 2014 - March 2016

UX Developer

Toronto, ON

Key member of a small team tasked with designing and building NexJ Connected Wellness.

- Collaborated with project managers and designers to develop new application features; wrote JavaScript, HTML5, and CSS3/LESS and used version control via Git.
- Improved team velocity as Scrum Master by 34%; worked with all departments to achieve successful biweekly releases.
- Migrated key client web asset's code to an internal MVC JavaScript framework.
- Designed and built responsive, user-centered, cross platform email templates.

SAP

September 2012 - December 2012

Technical Product Manager Intern

Waterloo, ON

- Performed technical competitive analysis to give team a solid understanding of Adaptive Server Enterprise (ASE) products.
- Presented competitive analysis; findings led to proposals of features to build.

EDUCATION

Bloc

March 2016 - July 2016

UX/UI Design Course

San Francisco, CA

University of Waterloo

2009 - 2014

Computer Engineering with Honors

Waterloo, ON