

Stacy Kwok

s6kwok@uwaterloo.ca | 647-535-8111 | www.stacykwok.me

EXPERIENCE

UW Blueprint — Product Designer

Sept 2020-Present

- Worked closely with product manager and software developers to design and build projects (such as a mass-casualty patient tracking application and a fundraising portal with a storefront) to help local non-profits
- Developed hi-fidelity wireframes and user flows for product functionalities and error flows
- Designed and validated process flows and interfaces through iterative design
- Conducted usability testing, scoped and made project design decisions, reviewed frontend work

AceAge — QA Testing Associate

Jan-Apr 2021

- Worked collaboratively as a member of the software and qa team in agile environment to complete testing on new software and firmware builds
- Conducted design QA, regression testing, update path testing, smoke testing on product and companion apps for release
- Identified and reported bugs, issues, and product improvement areas of the online product portal and product companion apps on JIRA

Sentia Solutions — Process Improvement Analyst

Jun-Aug 2020

- Conducted user research and interviews to lead the implementation of an improved ticket assignment process within the IT Support Services Team
- Designed an improved renewal tracking system for warranty expirations of software and hardware
- Built a new MYSQL database for an improved renewal tracking system and developed Excel integration features using Excel VBA (Visual Basics)

SKILLS

Design Methods

Interaction Design
Wireframing
Iterative Design
User Research
Usability Testing

Tools & Technologies

Figma, XD, Adobe CC

Design Development

Java, HTML, CSS

AWARDS

2019-2020 University of Waterloo Term 1B Dean's Honor List

2019 Horatio Alger Canadian Scholar (Canadian Scholarship Winner)

EDUCATION

Candidate for Bachelor of Applied Science, **Management Engineering**

University of Waterloo

Expected Graduation June 2024

INTERESTS

Video journaling, piano covers, guitar, biking, camp, puns