Stacy Kwok

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EXPERIENCE

UW Blueprint — Product Designer

Sept 2020-Present

- Worked closely with product managers and software developers to design and build products to help non-profits
- Responsible for working with non-profit clients to define project scope and set product direction
- Designed user flows and hi-fidelity wireframes for new product features and iteratively improved user experience and functionalities based on user feedback
- Conducted usability testing, designed error flows, refined design direction and verified frontend UX work to ship 2 complex projects

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
- 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, JavaScript

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