

# Stacy Kwok

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## 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