

EXPERIENCE

Product Designer, Invoice Simple • EverCommerce

Apr 2023 - Present, Toronto, ON

Leading strategic design initiatives for a mobile and web-based invoicing software as a service (SaaS) platform serving 500K+ small business owners

Spearheading enhancement of new user journey, increasing signup-to-paid conversion rate by 38% and annual recurring revenue by \$1.2M+ across all verticals to date

Executing visual redesign of mobile application interface to comply with Web Content Accessibility Guidelines (WCAG) 2.2 standards and drive user acquisition

Expanded multi-processor payments experience by conducting design explorations and user interviews, generating a 127% lift in year-over-year activations

Product Design Intern, QuickBooks Payments • Intuit

May - Aug 2022, Toronto, ON

Led end-to-end design initiatives for customer-facing checkout experience, introducing 2 new payment channels and powering \$300M+ in transactions daily

Conducted 2 rounds of contextual inquiries and A/B testing to identify pain points within user journey and validate competing design solutions

Orchestrated design thinking workshops with 10+ cross-functional stakeholders to prioritize product requirements and accelerate roadmap alignment

Product Design Intern, Grocery Fulfillment • Loblaw Digital

Jan - Apr 2021, Toronto, ON

Streamlined online fulfillment by leading end-to-end design of a pick history module used Canada-wide to validate 10K+ orders weekly across 13 grocery store chains

Spearheaded 3 rounds of usability testing to qualitatively assess ease of fulfillment status identification and item staging time confirmation

Partnered with engineering team to construct a library of 10+ new design components that achieve AA-level compliance with WCAG 2.0 standards

COMMUNITY

Voting Member • Gallery 44 Centre for Contemporary Photography

Oct 2023 - Present, Toronto, ON

Supporting artist-run centre and community of 500+ members across all stages of image-based production by assisting with facility operations

SKILLS

Design

Interaction Design, Product Strategy, Visual Design, Information Architecture, Usability Testing, User Research, Prototyping

Tools & Tech

Figma, Miro, Jira, Confluence, Amplitude, React, SASS, Node.js, JavaScript, HTML, CSS, Git

EDUCATION

BASc, Systems Design Engineering • University of Waterloo

Interface Design, Human Factors in Design, Cognitive Ergonomics, User Centred Design Methods, Needs Analysis & Prototyping, Probability & Statistics