



# STEPHEN LOW

📍 Toronto, ON  
✉️ [stephenlow12@gmail.com](mailto:stephenlow12@gmail.com)  
📞 647.879.8230  
🌐 [stephenlow.ca](http://stephenlow.ca)  
🌐 [linkedin.com/in/stephenlow12](https://www.linkedin.com/in/stephenlow12)

## SKILL SET

### Skills

User Research  
Journey Mapping  
Interviewing  
Usability Testing  
A/B Testing  
Storytelling  
Information Architecture

### Design

Sketch  
Figma  
InVision  
Axure  
Adobe CC  
Zeplin

### Development

HTML  
CSS  
JavaScript

## PERSONAL STATEMENT

I'm a research-minded experience designer, with 2 years of experience building digital solutions. I'm seeking opportunities where I can apply my design, research, and technical skills, and join a passionate team that keeps the users at the center of their product.

## EDUCATION

### Bachelor of Design - Industrial Design

2019

**OCAD University**

## EXPERIENCE

### Interaction Designer

May 2019 - Present

**RBC**

- Building a tool in the account open process for advisors and clients
- End-to-end design, including iterating, rapid prototyping, and user research
- Working on an embedded team with product, designers, and developers

### UX Researcher, User Research Lab

January - April 2019

**Ontario Digital Service**

- Developed generative and evaluative research plans for Ontario ministries
- Recruited and conducted remote and in-person interviews and usability tests
- Designed wireframes and interactive prototypes to test with users

### UX Designer, SXD Lab (Contract)

September 2018 - April 2019

**eCampusOntario**

- A publicly-funded innovation lab to solve post-secondary education problems
- Design lead for the Northern and Remote project stream
- Led the conceptual design process, UX research and product direction

### UX Design Intern, AIR MILES

May - August 2018

**LoyaltyOne**

- Designed prototypes for the Live Chat page and Customer Service platform
- Recruited and conducted user research sessions with users
- Created design deliverables including sitemaps, wireframes, and user flows

### Technical Specialist, Learning Experience

January - April 2018

**Canadian Tire Corporation**

- Provided tier 1 and 2 support for learning technologies hardware & software
- Performed daily system maintenance, test LMS enhancement and upgrades
- Liaised with other IT teams to prioritize projects and technical issues

### UX Designer, Learning Experience

September - December 2017

**Canadian Tire Corporation**

- As part of the LX team, launched the CTC digital enterprise learning platform
- Worked on an agile team, primarily on the UI/UX, marketing and comm.
- Developed and executed a new onboarding experience for 150+ new hires