







STEPHEN  
LOW

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## SKILLSET

### Research Skills

User Research, Journey Mapping, Storyboarding, Personas, Usability Testing, Qualitative and Quantitative Research, A/B, Data Visualization, Interviewing

### Technical Skills

Photoshop, Illustrator, Sketch, Indesign, XD, Premier, Axure, InVision, Zeplin, Omnigraffle, Rhino, SketchUp, HTML, CSS, ServiceNow

## OBJECTIVE

I am an incoming fourth year Industrial Design student at OCAD University, seeking a position where I can apply my design, research and technical skills.

## EDUCATION

**Bachelor of Design - Industrial Design**  
OCAD University

2014 - Present

## EXPERIENCE

**User Experience Design Intern**  
LoyaltyOne

May 2018 - Present

- Conducted an assortment of usability testing to guide the design team
- Developed prototypes and wireframes for the Chat landing page
- Created design deliverables including sitemaps, wireframes, and user flows

**LX Technical Specialist**  
Canadian Tire Corporation

January 2018 - April 2018

- Provide tier 1 and 2 support for learning technologies hardware & software
- Perform frequent system maintenance, test LMS enhancement and upgrades
- Liaise with other IT teams to prioritize projects and technical issues

**UX Researcher**  
Canadian Tire Corporation

September - December 2017

- As part of LX team, overhauled the enterprise digital learning platform
- Worked in sprint environment, primarily on the UI/UX, marketing and comm.
- Developed and executed new onboarding experience for 150+ new hires

**Product Designer**  
Developer's Foundation

June 2017 - August 2017

- Worked closely with developers and project managers in agile environment
- User research and usability testing for organizations to maximize reach
- Prototyped responsive web designs from wireframes to interactive pages

**Production Design Intern**  
Modulex Americas Inc.

February 2017 - April 2017

- Assisted with designing layouts, specifications, collaterals and typesetting
- Provided production support on design projects such as signage assembly
- Worked on multiple projects simultaneously without supervision