STEPHEN LOW

Product Designer

- Toronto, ON
- stephenlow12@gmail.com
- www stephenlow.ca
- in linkedin.com/in/stephenlow12

SKILLSET

Skills

User Research
Journey Mapping
User Flow
Usability Testing
A/B Testing
Interviewing
Design Thinking

Tools

Sketch
Figma
InVision
Axure
Adobe CC
Rhino
Blender
HTML
CSS

OBJECTIVE

I am in my last year at OCAD University, seeking oppurtunities where I can apply my design, research and technical skills. I want to work on a passionate team that keeps the user at the center of the journey, and where I can grow professionally and expand my skills.

EDUCATION

Bachelor of Design - Industrial Design   Expected May 2019
OCAD University

EXPERIENCE

Design Lead, SXD Lab (Contract)   September 2018 - Present
eCampusOntario
- A student-led lab tackling problems faced in post-secondary education
- Design lead for the Northern and Remote Students project
- Leading 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 collectors
- 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 system maintenance, testing 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 new LX team, launched the digital enterprise learning platform
- Worked in a sprint environment, primarily on the UI/UX, marketing and comm.
- Developed and executed a new onboarding experience for 150+ new hires

Product Designer   June - August 2017
Developer's Foundation
- Worked closely with the Technical Product Manager in an agile environment
- Performed user research and meetings with stakeholders to maximize reach
- Prototyped responsive webpages from wireframes to interactive pages

Design Intern   February - May 2017
Modulex Americas Inc.
- Designed vector icons and symbols for wayfinding signages
- Assisted with designing layouts, specifications, collaterals and typesetting
- Provided production support such as signage assembly and maintainence