

Stephanie Tsang

<https://stsangg.github.io>

I design with the philosophy of discovering a user's why. Through research-based decisions, I create user-centric products. Rather than being tied to a single industry, I am always seeking opportunities to challenge myself and build upon existing skillsets.

Toronto, Canada

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Experience

UX Designer, Stitchology; California, CA. | April 2020 — Present

- Lead the user research and synthesis phase to continually develop meaningful user insights
- Collaborate with a team of three UX Designers in designing a user-centric MVP
- Conduct design thinking process from a lean startup framework

Assistant Manager, Unionville Health Centre/Northville Rehabilitation Centre; Unionville, ON | April 2018— Present

- Manage health practitioners' daily schedules, calendars, and patient loads
- Oversee and maintain inventory within and between two clinics in addition to monthly reviews of stock
- Maintain communication with insurance companies and lawyers regarding mutual clients
- Conduct basic bookkeeping tasks such as petty cash management, treatment invoicing, and maintenance of a general ledger to ensure accuracy in daily transactions
- Responsible for the creation of patient treatment plans and overseeing the procedural submission in accordance with auto-insurance bylaws
- Develop and implement clinical policies to standardize administrative procedures for all current and future employees
- Transcribe and interpret dictations of practitioners in preparation of outgoing patient reports

Volunteer Medical Content Writer | Medical News Bulletin | January 2019 — April 2020

- Research medically relevant papers in support of assigned weekly topics
- Create and deliver summarized articles that are easily read and digested by a public audience

Education

User Experience Design, DesignLab | Expected graduation date: November 30 2020

Bachelor of Health Sciences, Western University; London, ON | Class of 2018 *Honours Specialization in Health Sciences*

Projects

Web Content Strategist, Unionville Health Centre/Northville Rehabilitation Centre; Unionville, ON | January 2019 — Present

- Oversee and develop content independently and creatively for the company website, monthly newsletter, and outreach events
- Summarize medical and therapeutic purposes of offered clinical services in a creative manner
- Successfully generated an increase in revenue based on information conveyed through newsletter e-blasts