

# Stephanie Tsang

<https://stsangg.github.io>

I'm a multi-disciplinary UX Designer with skills in front-end development. With an evidence-based mindset, I approach design problems as opportunities to create functional and memorable experiences for users.

Toronto, Canada  
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## Experience

### **UX Designer, Stitchology; Remote | April 2020 — Present**

- Lead the user research and synthesis phase for 40+ participants to define the user journey
- Collaborate on a team of three in delivering an evidence-based product
- Conduct design thinking process from research, design, to implementation from a lean startup framework

### **Volunteer UX Designer, Police Unions Exposed; Remote. | Oct. 2020 — Dec. 2020**

- Responsible for synthesizing 30+ participants' data for meaningful research insights
- Work on a team of designers and developers to create an article-based website
- Adapt research and design process to function in design sprints from an agile framework

### **Assistant Manager, Unionville Health Centre; Unionville, ON | April 2018—Dec. 2020**

- Developed and standardized 75% of administrative procedures across clinic locations for current and future employees
- Improved team's work efficiency by 50% through increased deliverables
- Responsible for the creation of 50+ patient treatment plans and overseeing the procedural submission in accordance with auto-insurance bylaws
- Maintained communication with various insurance companies and lawyers for patient
- Transcribed medical professional dictations in preparation for outgoing patient reports
- Assisted in managing and maintaining doctor and medical professional's daily schedules, calendars, and patient loads

### **Web Content Strategist, Unionville Health Centre; Unionville, ON | Jan. 2019 — Present**

- Oversee and develop content independently and creatively for the company website, monthly newsletter, and outreach events

### **Volunteer Medical Content Writer | Medical News Bulletin | Jan. 2019 — April 2020**

- Researched medically relevant papers in support of weekly assigned topics
- Wrote and delivered articles meant to be read and digested by a public audience

## Education

### **User Experience Design, DesignLab | Class of 2020**

### **Bachelor of Health Sciences, Western University; London, ON | Class of 2018**

*Honours Specialization in Health Sciences*