• Developing newsletters and learning resources such as webinars and video tutorials to promote accessible service design  
• Conducting accessibility testing on digital documents and websites for Ontario Public Service (OPS) based on WCAG2.0  
• Providing advice and consulting services on accessibility regulations and best practice for OPS staff  
• Leading co-creation workshops to redesign assessment service with successful recruitment of targeting participants

• Recruited participants from community events and conducted semi-structured interviews to collect qualitative data  
• Observed user behaviors in an ethnographic approach and translating learning into insights  
• Led a design-thinking workshop to analyze data and uncover reoccurring themes and patterns for re-designing service  
• Created user personas, a customer journey map and a service blueprint to map ideal future experiences

• Conducted user and stakeholder interviews to uncover their requirements and obstacles  
• Conducted card sorting, tree test, competitive analysis, content audit and heuristic evaluation to inform the design  
• Redesigned the information architecture of the SOO website under the guidelines of WCAG 2.1  
• Led a task-based usability test on the prototype to verify the findability of the new information architecture