

# Susan Giang

susangiang.ca  
giangsusan@gmail.com

## EXPERIENCE

### Visual Designer — Fjord

Aug 2018 – Present

- Communicated with key stakeholders to review designs and rationale
- Crafted the future state of shipment request handling for a Fortune 500 transportation company in the United States
- Iteratively generated concepts, wireframes, and visual design; developed a design system to ensure scalability of platform in later stages
- Translated requirements into userflows, wireframes, and detailed designs as part of a modernization effort for a leading financial institution in Canada
- Researched, ideated, and prototyped to define and envision the future state of the credit card application process

### Product Design Intern — Intersect

May 2017 – Aug 2017

- Worked with stakeholders to gather requirements, design and prototype flows for core features on Claims Connect, an insurance claims management platform
- Independently assembled an AODA-compliant digital styleguide for a human resources services and technology company
- Designed a brand mascot for Juniper, a web-based life insurance company

### Product Design Intern — Sprout at Work

Sep 2016 – Dec 2016

- Responsible for wireframing and visual design for Sprout Health, a health risk mitigation survey; worked closely with developers to ensure accurate implementation

### Product Design Intern — AIR MILES

Sep 2016 – Dec 2016

- Conducted research, synthesized findings and made design recommendations to improve the car and hotel booking experiences

### Product Design Intern — IBM

Sep 2016 – Dec 2016

- Worked closely with a team of designers and developers to redesign IoT Real Time Insights

## SKILLS & TOOLS

User research  
Interaction design  
User interface design  
Wireframing  
Rapid prototyping  
Usability testing  
Problem solving  
Sketch  
Figma  
InVision  
Axure  
Photoshop  
Illustrator  
HTML/CSS

## EDUCATION

### University of Waterloo

Sep 2012 – Apr 2018

Bachelor of Applied Science  
Systems Design Engineering  
Class of 2018

## PROJECTS

### Kenko

Sep 2017 – Apr 2018

Preventative healthcare app for individuals at risk of diabetes

### Time

Jun 2016 – Sep 2016

Productivity app that monitors user activity to provide meaningful insights and encourage data-driven lifestyle changes