

# Susan Giang

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## EXPERIENCE

### Product Designer — Opencare

Jan 2020 – Mar 2020

- Develop deep understanding of patient and practice pains through user research and identified key areas of improvement as part of the Growth team
- Data-driven design of a series of experiments with the goal of expanding bottom of funnel and improve the scheduling experience for patients and practices

### Visual Designer — Fjord

Aug 2018 – Dec 2019

- Crafted the future state of shipment request handling for a US Fortune 500 transportation company; Iteratively generated concepts, wireframes, and visual design
- 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

- Designed and prototyped flows, wireframes, and hi-fidelity mockups for core features on an insurance claims management platform
- Independently assembled an AODA-compliant digital styleguide for a human resources services and technology company

### Product Design Intern — Sprout at Work

Aug 2016 – Dec 2016

- Designed Sprout Health, a health risk assessment and mitigation feature on a corporate wellness platform

### Product Design Intern — AIR MILES

Jan 2016 – Apr 2016

- Researched and synthesized findings to make design recommendations for the car and hotel booking experiences

### Product Design Intern — IBM

May 2015 – Sep 2015

## SKILLS & TOOLS

User research  
Interaction design  
User interface design  
Wireframing  
Rapid prototyping  
Usability testing  
Problem solving  
Sketch  
Figma  
InVision  
Abstract  
Notion  
Adobe Creative Suite  
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