

Susan Giang

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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 freight 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