

## SUMMARY

- Product designer with a background in UI/UX and visual design, currently completing a Master's in Digital Transformation and Innovation at the University of Ottawa (expected April 2026).
- Experience supporting BMO enterprise products through Kyndryl, with a focus on complex financial interfaces, accessibility, and design systems. Experienced in translating business and data requirements into clear, usable, and visually consistent designs through close collaboration with product owners, business analysts, developer and design leads.
- Permanent Resident. Eligible to work in Canada without restrictions

## RELEVANT SKILLS

**UI / UX & Visual Design:** Figma, Adobe Creative Suite (InDesign, Illustrator, Photoshop), Wireframing & Prototyping, Design Systems, Accessibility (WCAG 2.1 / AODA)

**AI & Data-Driven Design:** Conversational UI, Dashboard & Data Visualization, Designing UI for AI-driven features

**Front-End Collaboration:** HTML, CSS, JavaScript, React

**Collaboration:** Agile, GitHub

## RELEVANT WORK EXPERIENCE

**UI/UX Product Design & Analysis (Supporting BMO EECOE) | (April - December 2025) Kyndryl, Toronto, ON | 2025**

- Designed wireframes, high-fidelity UI, prototypes, and presentation decks to communicate design decisions.
- Help create design standards within the EECOE across multiple enterprise projects to ensure consistency and accessibility.
- Contributed to UX research activities including workflow analysis and journey mapping to identify usability issues for customers and internal users.
- Collaborated with product owners, business analysts, and developers to deliver scalable UX solutions and support continuous improvement.
- Applied accessibility standards (WCAG 2.1 / AODA) across layouts, typography, color, and interaction patterns
- Supported continuous improvement by iterating designs based on stakeholder feedback and usability findings for Kyndryl

**Full Stack Developer | (March - May 2025)**

KOII, Halifax, NS | 2024

- Worked closely with design specifications, strengthening collaboration between design and development.
- Developed responsive web apps with React and Next.js, improving load time and performance.
- Built reusable UI components with TypeScript and JavaScript to improve maintainability.

**Graphic Designer | (2022-2024)**

Freelance, Halifax, NS

- Created visual content and brand collateral (social media graphics, promotional materials, menus).
- Developed strong visual composition, typography, and attention to detail transferable to UI design.

## SELECTED PROJECTS

**AI Movie Recommendation Chatbot**

(Course Project)

- Designed a conversational interaction flow for an AI-powered movie recommendation system.
- Integrated Dialogflow with a machine-learning-based recommendation engine.
- Evaluated recommendation quality using similarity metrics and RMSE, informing design iteration.

**Enterprise Metrics Dashboard**

(Kyndryl)

- Contributed to information architecture and heuristic evaluation for an internal enterprise dashboard.
- Worked with stakeholders and design leads to clarify metric definitions and usability issues.
- Focused on clarity and accessibility for non-technical users interacting with complex data.

**Call Center Performance Dashboard (Power BI)**

(Course Project)

- Designed an interactive Power BI dashboard visualizing response time, agent performance, and customer satisfaction.
- Applied data visualization best practices to support operational decision-making.

**BBC Learning English Visual Style & UX Guidelines**

(Course Project)

- Created UX and visual guidelines translating brand values into accessible and inclusive design principles.
- Applied Gestalt principles and accessibility standards to improve clarity, consistency, and engagement.

## EDUCATION

**Master of Digital Transformation and Innovation**

University of Ottawa | 2024 - April 2026

Relevant courses: Digital Transformation Strategy, UX Design, Applied Data Science

**Full Stack Development**

Nova Scotia Community College | 2023

**Bachelor of Art (Visual Communication Design)**

Xiamen University, China