

Education

**Master of Information**  
University of Toronto  
User Experience Design  
2024 (expected)

**Bachelor of Applied Science and Engineering**  
University of Toronto  
Chemical Engineering  
2020

Experience

**U of T Innovation Hub**  
Design Researcher  
Sep '22 - Present

Conduct student **focus groups** to identify gaps in academic offerings in the Department of Art History. **Analyze interview and survey data** to uncover trends and key insights on areas of improvement.

**Apotex**  
Project Leader  
Jun '21 - Aug '22

Implemented over **20 technician suggestions** to improve the ergonomics, efficiency, and overall experience of their work environment. **Led process improvement initiatives** by identifying trends in operational performance.

**Touché**  
Project Budget Coordinator  
Nov '20 - Jun '21

Coded and developed an Excel VBA program to optimize the process of identifying billing discrepancies to **reduce time spent by 50%**. Interfaced between client and marketing teams to ensure campaign plan was **implemented within budget**

**Ontario Power Generation**  
Project Management Intern  
Jun '18 - Aug '19

Revamped project planning processes through implementation of VBA programs to improve planning efficiency by **90%**. Developed a strategy for the movement of 181 nuclear fuel pallets in the plant, which resulted in **on-budget and on-schedule project execution**. Unified procurement, supply chain and maintenance teams to achieve on-time delivery of over **300 parts** through face-to-face contact, email, and phone communications

**University of Toronto**  
Laboratory Assistant  
May '17 - Aug '17

**Redesigned** second- and third-year experiments to improve the undergraduate lab experience. **Created resources** for the course teaching assistants to ensure they have sufficient information to guide students

Skills

**Tools:** Adobe Creative Suite, Figma, HTML/CSS, Miro, Webflow

**Design:** Affinity Diagramming, Data Visualization, Journey Mapping, Information Architecture, Prototyping, Usability Testing, User Interviews

Other

**Ergonomic Mixer Stand**  
Apotex Project  
Nov '21 - Jan '22

**Conducted user interviews** with the operators to understand pain points. **Facilitated ideation process** to eliminate the need for manual lifting and allow operation by one user