

Richard Huynh

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Experience

Royal Bank of Canada (RBC) Insurance

UX Researcher Intern
Sep 2024 - Present

I conducted usability and A/B tests with over 100 participants, identifying navigation and workflow gaps, which resulted in a ~15% improvement in task success rate. I collaborated with the Data and Analytics team, using Google Analytics 4, to establish KPIs and inform phase 2 workshops with quantitative insights.

Canadian Imperial Bank of Commerce (CIBC)

UX Researcher and Designer Intern
Sep 2023 - Apr 2024

I collaborated with cross-functional teams to integrate and improve CIBC's Onboarding System, specifically addressing commercial banking use cases and needs. I enhanced the experience for over 45,000 business clients by implementing accessibility and responsive design improvements.

FGF Brands

UX Designer Intern
May 2023 - Aug 2023

By redesigning the NCR Management System through workflow audits and collaboration, I reduced reporting friction and improved process traceability for over 400 vendors and 60 internal QA stakeholders.

Symcor Inc

Solutions Designer Intern
Sep 2022 - Dec 2022

Working in an agile environment, I delivered high-fidelity responsive wireframes for a healthcare portal MVP, which improved client satisfaction.

Education

Toronto Metropolitan University (Prev Ryerson)

Bachelor of Commerce (Hons), Business Technology Management and Psychology Minor, Class of 2025
CGPA: 4.04/4.33

Achievements

Most Innovative Nominee

UX Laurier Design-A-Thon (2025)

2nd Place

RBC Insurance Innovation Challenge (2024)

Best User Research Nominee

McMaster Design League Design-A-Thon (2022)

UX Certificate

Google UX Design Professional Certificate (2022)

Skills

Figma	Design Thinking
Adobe Suites	Agile
Webflow	Product Strategy
Framer	Dealing with ambiguity
UserTesting.com	
Optimal Workshop	