

EMMA SUE REICHERT

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EDUCATION

User Experience (UX) Certificate Program
CONCORDIA UNIVERSITY
Montreal, QC
Jan 2022 - Jun 2022

Bachelor of Materials Engineering (Co-op)
MCGILL UNIVERSITY
Montreal, QC
Sept 2014 - Apr 2021

SOFTWARE

Figma
Miro
Webflow
Squarespace
Adobe Photoshop

Microsoft Azure Devops
Outlook
Roadmunk

SKILLS

Task flows
Prototyping
UX design
UI design
User testing
User interviews
User-centred design
Responsive web design

Agile development
Scrum methodologies

SUMMARY

Passionate and driven UX designer with experience in designing digital products, conducting research, and managing client needs. I use my cross-functional background in engineering and digital design to create meaningful products focused on accessible, user-centred experiences.

EXPERIENCE

User Experience Designer & Junior Product Owner *Jul 2022 - Dec 2023*
CYDEF, Montreal, QC

- Collaborated with a remote cross-functional team consisting of engineers, a product owner, and users to optimize and redesign the client intake and onboarding process for a cybersecurity analytics dashboard
- Conducted primary and secondary research resulting in improved information architecture and optimized 4+ user task flows
- Used Figma to create detailed and accessible wireframes, prototypes, and high-fidelity designs, including a highly polished new design system
- Led collaborative design meetings with multiple stakeholders to ensure design feasibility given technical, business, and user constraints
- Participated in sprint planning by creating backlog items for new features including user stories, acceptance criteria, and feature documentation
- Facilitated daily stand-ups and bi-weekly retrospectives for a team of six

User Experience Intern (Contract) *Apr 2022 - Jun 2022*
CYDEF, Montreal, QC

- Presented iterative wireframes to stakeholders and encouraged constructive feedback while advocating for user needs
- Carried out user interviews and utilized qualitative data to create UX design assets such as journey maps and user stories

Undergraduate Research Assistant (Co-op) *May 2020 - Dec 2020*
McGill University, Montreal, QC

- Analyzed scientific literature and created a comprehensive literature review comparing experimental characterization techniques
- Created a research plan and safety procedure for independent experiemnts
- Interpreted results using analytical tools to validate hypothesis and chosen techniques; presented key findings to stakeholders

PROJECTS

Feature Addition: City of Vancouver *Mar 2022 - Apr 2022*
CONCORDIA UX CERTIFICATE

- Defined user need, and identified value of new pet finding feature for citizens of the City of Vancouver
- Built medium-fidelity prototype in Figma while adhering to given constraints