

# Calvin Cheng

Data-Driven User Experience Designer

604.352.1523

cchengkw@gmail.com

calvinkwcheng.com

## COMPETENCIES

Qualitative/Quantitative Data Analytics

Usability Testing

User Experience Design

User Interface Design

Interaction Design

Journey Mapping/User Flows

Wireframing/Prototyping

User Research

## TOOLS

Tableau

Miro

SQL/R

Adobe Creative Suite

Excel

Sketch

Figma

Invision

## EDUCATION

**Simon Fraser University**

Sept. 2014 - Oct. 2020

Bachelor of Business Administration

**Concentrations**

Management Information Systems

User Experience Design

## ACHIEVEMENTS

**Wood Pencil Award**

2020

Sole Project Winner from Western Canada, D&AD New Blood Awards

**Seattle Design Charrette**

2018

3rd place out of 14 teams

## WORK EXPERIENCE



### User Experience Designer

Morgan Stanley | Calgary, AB | Apr. 2021 - Present

- Take ownership of the Tender Offers workflow design, helping large franchise private company clients run liquidity events with their employees, earning over \$8B in transactional volume for the business
- Spearheading the release election redesign by facilitating co-creation workshops with Stock Plan Administrators to understand pain points and encourage dreaming
- Facilitate usability testing sessions with private company employees as well as design thinking workshops to strengthen empathy for our users and drive cross-functional alignment



### User Experience Design Intern

BC Children's Hospital Digital Lab | Vancouver, BC | Dec. 2020 - Apr. 2021

- Managed the end to end design process for a client-focused self management health web application that is targeted towards adults with chronic pain starting from user research to establish empathy and then shaping the UX as well as visual design vision of the solution
- Communicated with internal stakeholders to gather user requirements, designers to build a design culture of transparent feedback and developers to ensure ease of design implementation in an agile Scrum environment



### User Experience Design Intern

BlackBerry | Waterloo, ON | Sept. 2019 - Dec. 2019

- Took ownership of the calling and user profile screen designs of the SecuSuite mobile security application to ensure that the visual refresh considered graphic design principles, Android Material Design/iOS Human Interface Guidelines and usability principles
- Collaborated with other UX Designers to sketch low-fidelity wireframes, design high-fidelity mockups and interactive prototypes that were presented to Product Managers as well as Software Developers in an agile Scrum environment to ensure design feasibility



### Business and Data Analyst Intern

TELUS | Vancouver, BC | Sept. 2016 - Apr. 2017

- Collaborated alongside the Root Cause Analysis Team to better understand the main drivers behind customer escalations to the Executive Office by creating qualitative and quantitative visual data-driven reports for internal stakeholders
- Contacted TELUS customers through surveys and phone calls in order to empathize with their home/mobility service experiences and draw detailed learning opportunities