

Education

University of Waterloo

Global Business and Digital Arts – Minor in Computer Science – 90% GPA – Expected graduation in May 2020.

- Global Experience Award, awarded to students with good academic standing who studied abroad *2017*
- Upper Year Arts Student Scholarship, awarded on the basis of overall average *2016*
- President's Scholarship, awarded to those with an average of 90% or greater in their Grade 12 courses *2014*

Relevant Assignment: Developer and Team Lead in Global Digital Project 1 (GBDA 301), Assignment 1 *2017*

Led a team of 3 using Agile methodologies and presented final prototype developed with Adobe Illustrator, HTML and CSS to 53 peers receiving a grade of 98%.

Industry Experience

Application Developer Intern – Bell Business Markets *May 2019 – Present*

Created a QA process and documentation for internal tools used across Bell Canada. Conducted UX research and accordingly developed front-end improvements to reduce the time help desk employees spend answering users' questions. Programmed and tested in ASP.NET Core, JS, CSS, HTML, and C#. Led team meetings, guiding the progress of 2 Sprints while BA was on vacation.

UX Developer Intern - Trillium Health Partners *May 2018 – August 2018 | Continued part-time until April 2019*

Conducted a content audit for Care Connector to better execute user testing. Designed and presented requirements that improved efficiency of physicians' and nurses' daily workflow. Programmed and tested using Visual Studio Team Services, JS, Knockout, CSS, HTML, and C#. Temporarily led deliveries for a Sprint during a transition of management.

UX Specialist Intern - Trusted Clothes *June 2017 – August 2017*

Conducted usability research using Google Analytics to monitor user interactions before and during website updates. Ensured that the content aligned with the strategic goals and branding by redesigning the layout and user flow using Adobe Illustrator. Launched website 2.0 - 2.2 by using GitHub and successfully increased session duration by 8.1%.

Student UX Researcher – REAP (University of Waterloo) *September 2015 – December 2016*

Created journey maps, to better communicate an analysis of the user experience of various technologies used in the Felt Lab for a research paper that outlined the current best practices for virtual reality user interface design.

Other Experience

Teaching

Undergraduate Teaching Assistant – University of Waterloo *September 2018 – December 2018*

Aided students in understanding GBDA 303 – Data and Society concepts including data visualization, the sharing economy, and global principals of privacy protection. Successfully balanced student work-load with teaching work-load and part-time work.

Highschool Tutor *September 2012 – June 2014*

Tutored students in various subjects including mathematics, science, and fine arts. One pupil achieved an award for the top mark in a fine arts course by integrating Gestalt design principles.

Volunteering

FFUW (Free Food University of Waterloo) Admin – University of Waterloo *September 2015 – Present*

Improves the user experience of FFUW's social media (7,100 members in Facebook group) by regulating posts, approving student requests for sharing food and by organizing free food events on campus.

Tools/Languages

Advanced: Adobe Illustrator and Photoshop, InVision, Balsamiq | Intermediate: HTML, CSS, Visual Studio, Confluence | Proficient: GitHub, WordPress, JavaScript, Python, Racket, Knockout, C Sharp

Interests

Video gaming – Global Game Jam designer at Facebook APAC HQ <https://globalgamejam.org/2018/games/oh-no-my-transmission> | Conducted a Steam software case study <http://amy-gab.wixsite.com/steamux>

Travelling – Explored Guatemala, El Salvador, Italy, Greece, Singapore (study abroad), Malaysia, Thailand, and Japan