Grace Chen

UX Researcher & Designer

✉ hi@gracepchen.com
📞 626.235.3654
📍 Hamilton, ON

🌐 gracepchen.com
in /gracepchen
○ /gracepchen

Skilled in a wide range of user-centred methods, design tools, and project management. Adept at answering user needs with insightful solutions.

Experience

CIBC Capital Markets / UX Designer   6/2021 - present
Toronto, ON
- ▸ Prototype and usability test new CIBC Investor's Edge products
- ▸ Analyze and report on quarterly survey findings
- ▸ Design self-serve processes to decrease call centre workload

RBC Wealth Management / UX Researcher, Junior UX Designer   9/2020 - 1/2021
5/2020 - 8/2020
Toronto, ON
- ▸ Developed UX pattern library for design system
- ▸ Planned and conducted usability testing for RBC global public website

MatrixCare, Inc. / UX Intern   6/2019 - 9/2019
Bloomington, MN
- ▸ Conducted user interviews and contextual inquiry in long-term care settings
- ▸ Designed an Alexa Skill for MatrixCare's personal health portal software

UCSD Center for Digital Learning / Instructional Designer   6/2018 - 8/2019
San Diego, CA
- ▸ Designed and launched a four-course Coursera specialization on Python
- ▸ Managed an edX MicroMasters data science course for over 95,000 learners

UCSD Computer Science & Engineering Department / Assistant Head Tutor   3/2018 - 3/2019
San Diego, CA
- ▸ Enhanced student understanding of computer science fundamentals in Java
- ▸ Developed programming assignments, diagrams, and pedagogical materials

SmartBit Inc. / UI/UX Design Intern   3/2017 - 3/2019
San Diego, CA
- ▸ Created business presentations and promotional materials
- ▸ Rebranded company name, logo, and website

Education

Master of Information, User Experience Design   4/2021
University of Toronto (UofT). 3.98 GPA.

BSc in Cognitive Science, Human-Computer Interaction   3/2019
University of California, San Diego (UCSD). *Cum laude*. Phi Beta Kappa. Provost Honours.

Achievements

World Information Architecture Day Toronto   2020 - 2021
Conference Organizer, Volunteer

UofT Master of Information Student Council   2019 - 2021
Survey Committee Co-Chair

McMaster Design League UI/UX Designathon   2019
Winner, Best Mobile App Design

UCSD Cognitive Science Student Association   2017 - 2019
Vice President, Public Relations Chair