



Grace Chen

UX RESEARCHER

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

Experience

- UX Researcher** • CIBC Capital Markets Jun 2021 - present
Toronto, ON
- ▶ Lead end-to-end research initiatives with stakeholder intakes, study setup and execution, and project recommendations for CIBC Investor's Edge
 - ▶ Maintain and update UX components for internal design system
 - ▶ Design self-serve processes to decrease call centre workload
- UX Researcher, Junior UX Designer** • RBC Wealth Management Sep 2020 - Jan 2021
May 2020 - Aug 2020
Toronto, ON
- ▶ Developed UX cognitive pattern library for design system
 - ▶ Planned and conducted usability testing for RBC Global Asset Management
- UX Intern** • MatrixCare, Inc. Jun 2019 - Sep 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
- Instructional Designer** • UCSD Center for Digital Learning Jun 2018 - Aug 2019
San Diego, CA
- ▶ Designed and launched a four-course Coursera specialization on Python
 - ▶ Managed edX MicroMasters data science course for over 95,000 learners
- Assistant Head Tutor** • UCSD Computer Science & Engineering Department Mar 2018 - Mar 2019
San Diego, CA
- ▶ Enhanced student understanding of computer science fundamentals in Java
 - ▶ Developed programming assignments, diagrams, and pedagogical materials
- UI/UX Design Intern** • SmartBit Inc. Mar 2017 - Mar 2019
San Diego, CA
- ▶ Created business presentations and promotional materials
 - ▶ Rebranded company name, logo, and website

Education

- Master of Information, User Experience Design** Apr 2021
University of Toronto (UofT). 3.98 GPA.
- BSc in Cognitive Science, Human-Computer Interaction** May 2019
University of California, San Diego (UCSD). *Cum laude*. Phi Beta Kappa. Provost Honours.

Achievements

- Conference Organizer, Volunteer, Speaker** Mar 2020, 2021, 2023
World Information Architecture Day Toronto
- Survey Committee Co-Chair** Sep 2019 - Apr 2021
UofT Master of Information Student Council
- Winner, Best Mobile App Design** Nov 2019
McMaster Design League UI/UX Designathon
- Vice President, Public Relations Chair** Aug 2017 - Apr 2019
UCSD Cognitive Science Student Association