

Olivia Tom

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UX Designer with background in computer engineering & applied mathematics

EXPERIENCE

Web Designer — [Small Change Fund](#), Remote

Aug 2022

- Collaborated with a wildlife conservation group in need of new website to educate community members, encourage them to donate, spread awareness, and take political action
- Designed and launched the website for desktop & mobile on a tight 2-week timeline
- Contributed to the group's success in raising \$1,500 and 750+ petition signatures from site traffic

UX Designer — [MediTracker](#), Remote

July – Aug 2022

- Initiated project to help users with low medication compliance successfully manage their prescriptions
- Discovered need for dose planning, tracking and automatic refill reminders to minimize missed doses
- Created 20+ high-fidelity prototype screens for upcoming dosage schedules, medication details, and a straightforward but comprehensive form for adding new medications in Figma
- Refined designs through 3+ rounds of usability testing and 2 UI styles

Design Engineer — Pure Ingenuity, Kingston, ON

Sept 2021 – May 2022

- Worked in a small team on a \$150,000 project reporting to the President of a metal manufacturing firm
- Configured an industrial robotic arm to increase productivity by automating metal polishing applications for custom process equipment for pharmaceutical, food, and beverage sectors
- Performed technical research, staff interviews and site visits to gain understanding of the current manufacturing processes, points of friction, and areas for improvement
- Rapid prototyped & tested custom mounting systems to equip robotic arm with existing shop tools
- Lead staff training sessions on programming the arm & authored an accompanying user manual
- Co-authored 100-page engineering report, handover manual, and recommendations for improvement

Web & Graphic Designer — Freedom from Violence Queen's

Sept 2019 – Apr 2020

- Mission to provide support to survivors of domestic and sexual violence by sharing educational resources and organizing inclusive events
- Developed a new website in HTML & CSS providing links to resources and training opportunities
- Created graphics for social media posts and event banners

PROJECTS

COVID Web App Database — [Course Project](#)

Mar – Apr 2022

- Developed a web app for healthcare workers to manage vaccine appointments in HTML, CSS & SQL
- Interfaced a custom mySQL database to support user queries & database manipulation
- Planned the inter-relationships of the database design using an Entity Relationship Diagram

Educational YouTube Channel — YouTube

Jan 2021 – May 2021

- Created an educational YouTube channel with 350,000+ views and 8k subscribers
- Produced 20+ videos on a consistent schedule, each amassing 2k-70k views
- Utilized SEO and marketing techniques to draw an audience

Course Parsing Algorithm — Personal Project

July 2019

- Developed a Python algorithm to alleviate stress and save time for students in selecting their elective courses from a 400+ page course catalogue that was hard to navigate and not user friendly
- Filtered up to 98% of the catalogue to find courses meeting prerequisite and graduation requirements
- Used web-scraping principals to detect patterns in the catalogue and extract relevant results

OTHER EXPERIENCES

Intelligent Systems Engineer — IBI Group, Toronto

Sept 2020 – Sept 2021

- Supported a fast-paced project management team via research, data management & client outreach
- Managed the client's corporate intranet outlining project outcomes & timelines for internal stakeholders
- Coordinated with 20+ external stakeholders drafting a contract comprised of 70+ ancillary documents
- Developed an algorithm to populate an internal database with 200+ minority-owned architecture firms to use for funding compliance
- Performed statistical analysis on 10,000+ traffic transactions to aid in the selection between potential tolling system vendors

Web Store Developer — www.shopadhoc.com

Aug 2017

- Created a new webstore using the Shopify platform for a high-end clothing store
- Loaded & organized inventory of 500+ items
- Trained staff to manage the site independently

EDUCATION

UX Design Professional Certificate — Google via Coursera

Mar – Aug 2022

- Online course on foundations of user experience design: user research, flows, wireframing, low & high-fidelity prototyping, usability studies, and accessibility

Bachelor of Applied Science — Queen's University, Kingston, ON

2017 – May 2022

- Applied Mathematics and Computer Engineering with Professional Internship
- First Class Honours, Dean's List, Ontario Professional Engineering Foundation Scholarship

SKILLS

- **Design Tools:** Figma, Adobe XD, Photoshop, Illustrator
- **Development:** HTML, CSS, JavaScript, Python, SQL
- **Data:** Excel, NumPy, pandas, Jupyter Notebook, KNIME
- **Collaboration:** Agile Development, JIRA, Trello, Slack, MS Teams, Notion, and Miro
- **Language:** French (Advanced), English (Native)