

Gloria van Weerden

User Experience Designer

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519.546.3490

Education

Wilfrid Laurier University

BA Honours User Experience Design with Co-op Education

Sat as a member of the User Experience Design Students' Association

Completed design program combining design, people and technology to create fantastic solutions

Work Experience

Ontario Teachers' Pension Plan / **UX Design Intern**

Sept 2021 - Sept 2022

Facilitated user research and focus groups to gain insight for streamlining a complex internal site

Researched, developed and launched a new style guide and site reducing both time wasted for developers and errors in style compliance

Launched projects with Visual Studio Code and Git Enterprise to resolve work tickets assigned to me

Compiled and analyzed data in Power BI, Excel and SQL for retrieving user information and studying Pension Specialists' behaviours

Tim Hortons Inc. / **Supervisor & Trainer**

August, 2015 - Present

Maintained a client-centric focus even during simple tasks like taking orders and pouring coffee, resulting in top-tier customer service record

Developed rapid problem-solving and managing skills when responding to complex and sensitive issues

Worked with peers and superiors to resolve conflicts and act as a listening ear

Rathfon Machine and Tool Inc. / **General Labourer**

2011 - 2018

Became interested in design and finding optimal solutions

Completed minor machining jobs and general shop maintenance

Awards

Scotiabank Capstone Award

Secondary School

Valedictorian

Skills

User Research

Information Architecture

Prototyping

Adobe Creative Cloud

HTML / CSS

Power BI

Data Analytics

Git Workflows

Personal Skills

Problem Solving

Quick Learning

Dependability

Curiosity

Reliability

Volunteer Work

Campfire! Bible Camp

Royal City Mission

Faithworks Salt Mission

Interests

Trumpet and Guitar

Back country camping

Karate

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Work Experience Continued

Knapp's Nursery / **Landscaper & Cashier**

June 2019 - Nov 2019

Independently maintained property grounds using heavy machinery

Assisted customers, cared for plants, and processed orders

Premier Printing Ltd / **Summer Printer Technician**

June 2018 - Aug 2018

Ran printers to make booklets for school agendas

Worked together with the maintenance department to repair machines and provide advice on improvement initiatives.