

# erica weng

ux/ui designer

## projects and involvement

**Events Coordinator** – Laurier User Experience Design Student Association  
may 2022 – may 2023

Collaborated with professors and UX professionals from around the world to conduct fun and engaging events, run productive workshops, and organized agile events to create networking opportunities for other students.

**User Experience Designer** – Laurier Connect  
jan – april 2022

Created a digital platform designated for Wilfrid Laurier students that facilitate engagement. Partnered with clients from RBC and Unless Design Partners to actively conduct brainstorming sessions, primary and secondary research, ideation, storyboards, sketching, prototyping, and interaction design.

**User Experience Designer** – Artista  
jan – june 2021

Designed a mobile app that connects amateur artists from all around the world. Amateur artists can easily schedule performances and conveniently connect with others within the area. Planned a research study with **10** participants, and facilitated usability tests, A/B testing, user personas, journey maps, and low to high-fidelity prototypes.

## work experience

**Receptionist** – Markville Medical Clinic  
june 2023 – current

In charge of multitasking by scheduling appointments, registering new patients, answering phone calls, and sending paperwork.

Engaged with patients to effectively build rapport and lasting relationships and maintained exceptional patient experiences.

**Service Coordinator** – Laura  
april 2021 – may 2023

During shifts, I increased sales by 20% by providing customer education about the store's history and mission, as well as engaged in outreach to procure new members.

Strengthened leadership, communication, interpersonal, and teamwork skills by working with the team and collectively striving to increase sale goal.

## contact

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## education

**Wilfrid Laurier University**  
Honours Bachelor of Design,  
User Experience Design  
sept 2019 – april 2024

## skills

Prototyping, Wireframing, User Research, Primary & Secondary Research, User Interviews, User Personas, Qualitative & Quantitative Methods, Data Analysis, Usability Testing, Report Writing, Journey Mapping, User Flows, Visual Design, Interaction Design, Excellent Communication skills

## tools

Miro  
Figma  
Adobe XD  
PowerPoint  
HTML/CSS/JS  
Adobe Illustrator  
Adobe Photoshop

## language

English (native)  
Mandarin (native)