

jordan yep

product designer,
building experiences
that support change,
helping people be
better through design

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SKILLS:

Design Competencies

Product Strategy
Interface Design
User Research
Prototyping
Accessibility
Data Visualization
Voice UX
Motion Design
Design Systems
User Testing
Heuristic Analysis
Usability Testing
Design Sprints
Analytics

Tools & Code

Sketch / Figma
Flinto / ProtoPie
Zeplin
HTML / CSS
Miro
Adobe Suite
JIRA

AWARDS + CONFERENCES:

**RGD Student National Award
of Excellence for Strategic
Design (2019)**
Honourable Mention,
Vancity MyCredit

**FCAT Undergraduate Project
Conference Showcase
(2019 & 2018)**
Presenter, Senior UX Projects

WORK EXPERIENCE:

User Experience Design Intern – SAP Analytics Cloud

May 2019 - August 2020

- Led the voice UX integration into the mobile app, a top customer request, working with product experts and engineers to increase customer satisfaction and the mobile use case value
- Released 3 features to customers and designed 4 product visions in an Agile environment, being responsible for prototyping, research, and testing concepts
- Participated in customer presentations, using feedback to help inform future product directions to project higher NPS scores

User Experience Design Intern – City of Vancouver

May 2018 - August 2018

- Redesigned the election vote planning website, conducting user testing and research that helped improve accessibility and increased saved vote plans by 48% compared to the previous election
- Co-led the "Guide" strategy, streamlining major topics for citizens into one platform, working with strategists, stakeholders, and developers, resulting in 10 Guides in 2020 from an initial launch of 3
- Implemented 5 modules for the website CMS system based on citizen insights, resulting in improved and new ways for strategists to implement content across Vancouver.ca
- Introduced Figma as the primary software and design system, migrating from Balsamiq to make visual decisions more efficient for content strategists and UX designers

Videography Intern – Vancouver Coastal Health

May 2016 - August 2016

- Published over 5 videos, collaborating with the communication team and doctors to showcase digital healthcare changes to staff
- Implemented and designed 3 posters, deployed to healthcare sites across the province

EDUCATION:

Simon Fraser University

September 2013 - June 2020

Bachelor of Arts, Joint Major,
Interactive Arts & Technology Communication (Design Concentration)

EXTRAS + VOLUNTEER:

Co-Host & Editor – Frontlog Podcast

July 2020 - present

UX Designer – Design to Combat COVID-19

September 2020 - November 2020

Creative Director – SFU Platform Business Competition

September 2016 - March 2017