

# 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  
(academic ux project)

**FCAT Undergraduate  
Project Conference  
Showcase (2019 & 2018)**  
Presenter, Senior UX &  
Documentary 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, being responsible for prototyping, research, and testing concepts, working in an Agile environment
- 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 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