

Susan Giang

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EXPERIENCE

Freelance Visual Designer — Fjord

06/2020 – Present

Reimagined the Cart experience of large Canadian retailer's e-commerce platform.

Translated wireframes into elegant hi-fidelity designs, keeping scalability and reusability at top of mind for future phases of work

Founder — HeySoosie

05/2020 – Present

Founded a stationery goods business that stemmed from a passion for stationery, illustration, and cute things that make people happy

Product Designer — Opencare

01/2020 – 03/2020

Develop deep understanding of patient and practice pains through user research and identified key areas of improvement as part of the Growth team.

Data-driven design of a series of experiments with the goal of expanding bottom of funnel and improve the scheduling experience for patients and practices.

Visual Designer — Fjord

08/2018 – 12/2019

Crafted the future state of shipment request handling for a US Fortune 500 transportation company; Iteratively generated concepts, wireframes, and visual design.

Translated requirements into userflows, wireframes, and detailed designs as part of a modernization effort for a leading financial institution in Canada.

Researched, ideated, and prototyped to define and envision the future state of the credit card application process.

Product Design Intern — Intersect

05/2017 - 08/2017

Product Design Intern — Sprout at Work

08/2016 – 12/2016

Product Design Intern — AIR MILES

01/2016 – 04/2016

Product Design Intern — IBM

05/2015 – 09/2015

SKILLS

User research
Interaction design
Visual design
Wireframing
Rapid prototyping
Usability testing
Illustration
HTML/CSS

TOOLS

Sketch
Figma
InVision
Abstract
Notion
Principle
Adobe Creative Suite

EDUCATION

University of Waterloo

12/2012 – 04/2018

Bachelor of Applied Science
Systems Design Engineering
Class of 2018

INTERESTS

Illustration, Animal Crossing,
houseplants, travelling