

Melissa Chung

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experience

Product Designer | *Credit Sesame*

JAN 2022 –

Designed experiences that enabled customers to monitor, interpret, and improve their credit score.

- Shipped a Credit Snapshot feature on the premium dashboard, increasing customer engagement and retention.
- Shipped a Rent Pre-qualification tool focused on conversion.
- Designed an optimized checkout flow that improves completion rate and scales to support future offerings.

Established design system processes and components, accelerating workflow efficiency and consistency across teams.

Product Designer | *Wing*

OCT 2019 – JAN 2022

Lead the design of a B2B web app solution for payment collection, data analytics, and reporting.

Designed core mobile experiences for native iOS and Android to help customers manage their phone plan and account.

Built and maintained the first design system, collaborating with designers on reusable components, colors, and typography.

UX/UI Design Intern | *Crawford & Company*

JUNE 2017 – AUG 2017

Built a SaaS solution for work order and contractor management.

Redesigned the company website, improving IA and branding.

eLearning Design Intern | *Seneca College*

MAY 2015 – AUG 2015

Developed interactive online courses to be AODA / WCAG 2.0 compliant, enhancing accessibility.

education

UX & Product Design

General Assembly

2019

B.A. Psychology

University of Waterloo

2013 – 2018

International Exchange

University of Hong Kong

2017

skills

User Research

Product Thinking

Wireframing

Prototyping

Visual Design

Interaction Design

A/B Testing

Design Systems

Accessibility

toolbox

Figma, XD

Miro

Zeplin

Zeroheight

InVision

Adobe CC

HTML, CSS

JIRA, Asana

paper, pen, post-its