

# Justin Cheung

## UX Designer

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## WORK EXPERIENCE

### Freelance UX Designer

JC Designs

Jan 2023 - Present

- Collaborated on end-to-end UX/UI product design for **5+** web and mobile applications, implementing user research, usability testing, wireframing, and high-fidelity prototyping to improve task completion rates by **25%**.
- Conducted WCAG compliance audits, enhancing accessibility by **20%** through optimized colour contrast and typeface hierarchy.
- Established scalable design systems with component libraries and style guides, reducing development handoff time by **30%** while ensuring UI consistency across platforms.

### Business Analyst

Scotiabank - Global Banking And Markets

Aug 2023 - Feb 2025

- Investigated settlement breaks through data analysis, resolving client pain points and achieving a **88%** clearance rate for aged breaks.
- Reduced operational errors by **30%** by streamlining internal workflows and advocating for cross-team collaboration.
- Expanded client data systems by **68%** through standardized taxonomies and meticulous organization of information architecture.

### Graphic Designer

Atlantic Packaging Products Ltd.

Mar 2018 - Sep 2022

- Designed end-to-end packaging design for **50+** CPG brands, balancing user needs and business goals while adhering to manufacturing constraints.
- Boosted client retention by **25%** by addressing pain points proactively through empathy and effective communication.
- Created master packaging templates adopted by **15+** CPG brands, reducing design production time by **35%**.

## SKILLS

**Design:** UX/UI Design, Product Strategy, Interaction Design, Wireframing, Prototyping, WCAG 2.0/2.1, Roadmapping, User Research, Usability Testing, Data Analysis, Information Architecture, Design Systems

**Tools:** Figma, Adobe CC, Jira, Miro, Trello, Slack, Notion, Zeplin, HTML/CSS, Google Analytics, Open AI, Canva, Contrast Checker

## EDUCATION

### BrainStation

Diploma, User Experience Design

Sep 2022 - Dec 2022

### Toronto Metropolitan University (Ryerson University)

Bachelor of Technology, Graphic Communications Management

Sep 2014 - Apr 2018