

Raymond Zhang

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UX Design Co-op candidate and Master of Information student in UX Design at the University of Toronto, focused on making digital services simple, accessible, and intuitive. Experienced in user research, one-to-one interviews, usability tests, wireframes, service blueprinting, Figma prototyping, and translating research findings into product iterations. Brings a service design and spatial design background, with attention to inclusion, privacy, power dynamics, and ethical research practice.

EDUCATION

University of Toronto

Toronto, ON

Master of Information, UX Design Co-op | Expected Apr 2027

Sep 2024 – Apr 2027

- **Focus:** User research, UX design, service design, usability testing, prototyping, information architecture, accessibility, and ethical research practice

Toronto Metropolitan University

Toronto, ON

Bachelor of Interior Design (Honours), Graduated with Distinction

Sep 2020 – Apr 2024

Stuttgart Media University

Stuttgart, Germany

Certificate in Media and Communication, Study Abroad

Apr 2024 – May 2024

SKILLS

User Research & Testing: User research, user testing, usability tests, usability testing, one-to-one interviews, generative research, exploratory research, card sorting, task analysis, personas, affinity diagramming, research synthesis, presenting research findings

UX Design: UX design, interaction design, information architecture, user flows, wireframes, journey mapping, service blueprinting, visual design, accessibility-aware design, inclusive design, plain-language UX copy

Prototyping Software: Figma, Figma Make, Adobe XD, InVision, clickable prototypes, low-fidelity prototypes, mid-fidelity prototypes, high-fidelity prototypes, HTML/CSS/JavaScript prototypes, design-to-code prototyping

Ethics & Research Operations: Research planning, participant coordination, consent-aware research, privacy protection, bias awareness, power dynamics, low-risk/high-risk research judgement, TCPS 2-informed practice

Tools: Figma, Adobe XD, InVision, Adobe Creative Suite, Notion, Claude, ChatGPT, Cursor, Codex, HTML/CSS, JavaScript, Power BI, Excel, AutoCAD, Revit, Rhino 3D, Blender

DESIGN PROJECTS

LinkLog | *Client: OACAO, Service Design, UX Research, UX Prototyping, Local Web App*

May 2026

- Designed and built a browser-based service dashboard prototype for OACAO's Links2Wellbeing program, streamlining client records, interaction notes, follow-up tracking, participation status, and seasonal reporting
- Mapped SALC staff/volunteer and OACAO staff workflows, supporting both daily referral-to-follow-up coordination and program-level activity monitoring across multiple centres
- Redesigned onboarding, role selection, organization setup, folder-permission guidance, and plain-language UX copy for non-technical staff using shared computers and local files
- Improved reporting exports with de-identified seasonal reports, preview states, summary visuals, selected fields, date ranges, multiple file formats, and local save confirmation
- Implemented a functional HTML/CSS/JavaScript prototype using local CSV read/write, File System Access API folder selection, IndexedDB-stored folder handles, and no backend dependencies

Sparkbook | *Mobile UX Design, Wireframes, Figma Prototype, User Testing*

- Designed a personal landmarks app focused on curated social discovery, helping users save, organize, and share meaningful places through intuitive mobile flows
- Created wireframes, user flows, and high-fidelity Figma prototypes across discovery, list creation, content organization, and sharing interactions
- Used iterative prototyping and usability feedback to improve navigation clarity, reduce friction, and refine microcopy across key mobile screens

Muse | *UX Research, User Interviews, Usability Testing, Mobile App Design*

- Led end-to-end mobile app design from concept exploration and customer research to insight synthesis, information architecture, wireframes, and high-fidelity prototyping

- Conducted user interviews and affinity diagramming to identify user needs, pain points, personas, and prioritized design opportunities
- Iterated wireframes and prototypes across 3 rounds of usability testing, presenting findings, design rationale, and product decisions to stakeholders

Alcoves | *Service Design, Physical UX, Research, Prototyping*

- Designed a psychometric modular seating system visualizing personalized thermal comfort, applying human-centered research to a physical UX and service design problem
- Conducted material and user comfort research to validate design decisions, iterating the prototype based on direct feedback and observed interaction patterns
- Extended the project into environmental and service design by considering upstream and downstream product impacts on the broader user experience

EXPERIENCE

Michael London Design

Toronto, ON

Design Intern

Sep 2023 – Apr 2024

- Translated client requirements, spatial constraints, and design intent into contractor-ready AutoCAD drawings, supporting clear handoffs across design and construction teams
- Curated material and finish boards for senior designers, balancing visual direction, tactile experience, procurement feasibility, and client-facing presentation quality
- Built detailed construction schedules integrating supplier lead times and material milestones, strengthening project coordination, stakeholder communication, and detail-oriented design delivery

Toronto Metropolitan University, Accessibility Services

Toronto, ON

Notes and Transcriber

Sep 2023 – Present

- Produced structured documentation tailored to diverse learning needs across 10+ undergraduate and graduate courses, applying accessibility-aware content design
- Organized complex lecture content using information architecture principles, creating clear, scannable documentation that reduced cognitive load for readers with varied needs

Trillium Health Partners

Mississauga, ON

Business Intelligence Co-op

Mar 2019 – Jun 2019

- Identified and resolved data integrity errors across hospital patient records, improving reliability of operational reporting used by clinical and administrative staff
- Redesigned Hospital Information System query workflows, reducing lookup friction for non-technical stakeholders and building experience with data-informed service improvement

Ross Mine Drill

Remote

Data Analyst, Contract

Jun 2021 – Aug 2021

- Automated ingestion of 25,000+ geological records and corrected inconsistencies across 5,000+ pages of source data, improving information retrieval and data reliability for senior staff

AWARDS & CERTIFICATIONS

3rd Place, UDesign x Figma Make x Notion Design Sprint | *University of Toronto*

Mar 2026

- Designed and built an interactive digital blog using prompt-to-prototype workflows, Figma Make, and rapid user-centered design iteration in a timed design sprint

TCPS 2: CORE 2022 Certification | *Ethical Conduct for Research Involving Humans*

- Completed research ethics training supporting responsible user studies, interviews, usability research, privacy protection, and research with human participants

Selected Exhibitor, Interior Design Show Toronto (IDS)

Jan 2024

- Exhibited Alcoves, a thermal-reactive and user-controlled modular seating object exploring comfort, personalization, and material interaction

Selected Exhibitor, TMU Interior Design Year End Show

Apr 2024

- Exhibited Peak, an installation exploring the interplay of light, fabric, and material experience