

Danielle Klein

UX/UI Designer at FreshBooks

📞 647-523-1142

🌐 danielleklein.ca

✉️ daniellejklein@gmail.com

📍 Toronto, Canada



EDUCATION

Master's of Information, User Experience Design (April 2017)

University of Toronto

📅 09/2015 - ongoing

- Chair, Tech Fund — approving and managing technology acquisitions at the iSchool
- Chair, Association for Computing Machinery — managing the executive team
- Student Mentor

GPA

4.00 / 4.00

H.B.A. with high distinction, English & History

University of Toronto

📅 09/2010 - 04/2015

- Awarded 15+ scholarships
- Held leadership roles on 5+ student organizations, including blogut.ca, English Students' Union

GPA

3.70 / 4.00

EXPERIENCE

UX/UI Designer

FreshBooks

📅 05/2017 - ongoing

- Researching, prototyping, testing and designing final shippable UI on the product team

UX Research Consultant

Steadfast

📅 02/2017 - 05/2017

Steadfast Beta is a messaging tool for product validation with customers. I'm working part-time with the Toronto-based start-up.

- Advising our biggest customers on best practices for UX research
- Designing features of the Steadfast product with the tech team
- Developing and producing content about UX research

SUMMARY

As a writer, I told peoples' stories by listening to them. As a UX designer, I listen to people and create narratives for products that align with their needs. Currently, I'm working on the product team at FreshBooks, taking designs from research to ready to implement.

PROJECTS

RBC Next Great Innovator Hackathon: Team Athene

📅 09/2016

My team designed an innovative solution for small business clients at the 2016 NGI.

- Third place winners over 30+ teams and 100+ participants
- Served in UX design, project management, and business analysis roles
- Prepared concept document and pitch

Interaction Design Association Design Jam: MySettlement

📅 03/2016

My team designed a digital service provider review platform for newcomers and refugees in Toronto.

- Won Most Impactful award over 10+ teams

Health Innovation Fund Portal

📅 01/2016 - 05/2016

My team designed a grants management process and web portal prototype for the Office of the Chief Health Innovation Strategist in the Ontario Ministry of Health as part of a client-based iSchool course.

- Planned and led design thinking and participatory prototyping sessions with users

EXPERIENCE

UX Capstone Intern

MaRS Discovery District

📅 09/2016 - ongoing

I am working with a team to redesign the Entrepreneur's Toolkit, a product for aspiring and early-stage entrepreneurs in Ontario.

- Conducted user research including usability tests, user interviews, analogous setting research, and stakeholder activities
- Currently designing and testing feature prototypes and developing user stories and requirements in an Agile environment

UX/IA Intern

Nia Technologies Inc.

📅 04/2016 - 12/2016

Nia Technologies is a start-up that uses 3D printing to create custom-fit prosthetics for children in the developing world. As an intern, I worked on design projects to validate and improve our products and services.

- Worked on a team to develop and test a prototype for a digital data sharing and collaboration platform
- Planned and conducted cross-cultural user research
- Redesigned marketing website

Editor-in-Chief

Varsity Publications Inc.

📅 04/2014 - 05/2015

The Varsity is Canada's largest student newspaper. As EIC and CEO, I ran the editorial, business and governance operations of the organization.

- Managed a staff of 21 employees and 450+ volunteers
- Led design team, overseeing major redesign of web and print products
- Implemented new business office policies and training
- Over the previous year, saw a 25% increase in pick-up rates for print issues and 36% increase in online page views
- Organized tri-campus talent recruitment campaign and saw a 28% increase in volunteer participation over the previous year
- 48% increase in volunteer retention over the previous year

CERTIFICATES

User Interface Design

BrainStation Toronto, Winter 2016

VOLUNTEER

UX Designer & PM

WelcomeHomeTO at CivicTechTO

📅 03/2016 - 09/2016

WelcomeHomeTO is a civic technology project that aims to provide digital resources to refugees and the people that support them.

- Conducted research & produced user flows, personas, and wireframes

Intern

Shoresh Environmental Organization

📅 10/2014 - 06/2015

Shoresh is an urban farming organization.

- Redesigned website, from IA to mock-ups

SELECTED AWARDS

H.W. Wilson Foundation Inc.

Scholarship

Winifred G. Barnstead Scholarship

Norma Epstein Award in Creative Writing
