# Stef Donovan

*Creative UX designer dedicated to building and optimising user-centric experiences for digital products and services. Leverages analytical, design-thinking, and problem-solving skills to fuel competitive advantage and revenue growth.*

## Contact

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www.stefdonovan.ca

## Experience

**Resolver - Kroll Business, Toronto, ON (Remote)** — Product Designer
JAN 2023 - PRESENT
I play a key part in enhancing the user experience of Resolver's no-code platform. Notable contributions include designing customer-centric features such as a dashboard that empowers users to visualize their data, improvements to assessments performance, and documenting a component library and best practices.

**Kroll (Remote)** — Product Designer
JAN 2023 - PRESENT
Led the strategic design of an AI-powered tool for Compliance Researchers by conducting user research and designing the Research Clarity platform to streamline tasks. Collaborated closely with stakeholders and worked closely with the development team to ensure effective and pixel-perfect implementation.

**Canada Life, Toronto, ON** — SR. UX Designer
JAN 2020 - MAY 2021
Championed the end-to-end user experience for administering health benefits to employees online. Ensured user-centered design and optimization when deploying features and integrating lines of business. Used analytics and surveys to identify usability issues and share findings with stakeholders.

FEB 2018 - JAN 2020
Supported the strategic design of CX solutions throughout the entire design life-cycle, collaborating with business partners and internal stakeholders to help turn business requirements, user needs and creative strategy into engaging experiences. Supported the design system team as both a product designer and experience strategist.

## Education and training

**Neilson Norman Institute, (Remote)** — Towards UX Certificate
FEB 2022 - Journey Mapping to Understand Customer Needs
NOV 2020 - Usability Testing

**Seneca College, Toronto, ON** — UX Writing Microcredential
OCT 2021 - UX Writing in Practice
JAN 2020 - UX Writing Fundamentals

**University of Waterloo, Waterloo, ON** — B.A. Global Business Digital Arts
SEPT 2014 - OCT 2020

## Skills

**Research & testing**

User interviews
User surveys
User analytics
Experience mapping
User testing

**Design**

Wireframing
Prototyping
Interaction design
Spec documentation
Heuristic evaluation
Responsive design

**Collaboration**

Communication
Brainstorming
Time management
Organizing workshops
Design critiques

**Areas of Expertise**

Design Systems
UX Writing
Accessible design
Competitive analysis

**Technical**

Sketch
Figma
Invision suite
Atlassian suite
Adobe suite
Agile methodologies
Sprint methodologies