

Martin Yeung

UX Designer & Researcher

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Professional Profile

I'm a Toronto based UX designer, researcher, and strategist. I am passionate about finding the best way to connect with users, to inform the design of impactful solutions to their problems.

Work Experience

UX Designer

Tangerine | May 2019 – Present

- Led the design of core daily banking features including Transfer Money, Pay Bills, and Email Money
- Designed according to accessibility guidelines to comply with WCAG 2.0 level AA standards
- Designed new components based on Material design that contributed to building the new design system

UX Design Co-op

Capital One Canada | September 2018 – December 2018

- Redesigned the Contact Us webpage to better support customers and direct them to solutions to their problems
- Researched modern design principles for mobile finance applications to support future development
- Evaluated customer call experiences to identify alternative methods to address their problems and reduce call volumes

Process Design Intern

University of Toronto | May 2018 – August 2018

- Designed a public-facing webpage to advertise CEX programs and assist in the recruitment of volunteers
- Conducted user interviews to understand the workflow of the Career Exploration (CEX) team
- Produced process maps to identify bottlenecks and dependencies
- Streamlined CEX workflow to optimise volunteer recruitment for programs by up to 27%

Education

University of Toronto | 2019

Master of Information - User Experience Design

University of Waterloo | 2015

Bachelor of Science - Honours Psychology (Biology Minor)

Selected Projects

Transfer Money - Tangerine

January 2020

My team redesigned Tangerine's Transfer Money feature by creating new components for the design system and aligning with accessibility standards.

Medical Clinic Mobile Application

February 2018

My team designed a prototype of a medical clinical mobile application native to iOS, and the companion smart watch app.

Skills

- Lean/Agile UX
- Scrum
- Personas
- Prototyping
- User Research
- Usability Testing
- Design systems
- HTML, CSS, Python

Tools

- Sketch
- Figma
- InVision
- Usertesting.com
- Userzoom.com