

STEFANY FRANCOEUR

USER EXPERIENCE DESIGNER

EXPERIENCE

Learning & Development Specialist | International Financial Data Services

NOV 2022 - PRESENT, TORONTO, ON

- Presented with the quarterly Leadership Award for leading initiatives and always helping out my team members.
- Create and revise a plethora of training materials, including PowerPoints, hand outs, spreadsheets, etc.
- Facilitate training sessions for up to 30 people both virtually and in-person.
- Plan department wide initiatives, including creating all materials (websites, handouts, etc.) and organize all activities and catering.
- Constantly collaborating cross-functionally to plan initiatives, review training materials and keep up to date on business processes.

Management Company Support | International Financial Data Services

OCT 2019 - NOV 2022, TORONTO, ON

- Managed and maintained strong relations with several high network clients
- Handled an average of 30 emails and calls per day from clients.
- Created on average 20 invoices per month based on analyzed data of transactions processed per client.
- Iterated on multiple processes to bring down the average processing time by several hours for certain client worktypes.
- Tasked with handling french clients and translating french financial documents to English.

Assistant Manager | Steve Madden

MAR 2016 - OCT 2019, TORONTO, ON

- Managed sales floor and promoted sales to exceed daily and monthly store targets.
- Exceeded company standards and KPIs to stay a top performer amongst the team.
- Completed store payroll, corrected employee time cards, and addressed any payroll discrepancies.


PROJECTS

Lead Designer| PawSaver

JAN 2023 - JULY 2023, CAPSTONE PROJECT

- Utilized Figma to design an app for iOS that allows users to easily locate affordable pet care.

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 stefanyfrancoeur.com

PROFILE

As a creative individual, working in finance has taught me a lot, however I have always craved more meaningful work. Technological advancements in this day and age are inevitable and I am shifting into UX Design as I am passionate about helping people through creating human-centered designs that will allow everyone to easily use devices that are now a part of our everyday lives.

SKILLS

Figma, Microsoft Office, Google Workspace, Project Management, Data Entry & Analysis

EDUCATION

BrainStation | Diploma, User Experience Design

JAN 2023 - SEP 2023, TORONTO

Toronto Metropolitan University | Bachelor of Arts Hons., History Major

SEP 2014 - APRIL 2019,
TORONTO

I.T.A | Certificate, Teaching English as a Foreign Language

JUNE 2021 - AUG 2021, TORONTO