

# Grace Lee

## USER EXPERIENCE DESIGNER

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### PROFILE

Completing a career pivot into the UX Design field to follow my interests in creative design.

Possesses key transferable skills such as strong attention to detail, excellent written and oral communication abilities, and thorough research capabilities.

Wide and deep understanding of different business models operating in various industries, developed over 7+ years in risk management and sales in the Canadian banking industry.

### SKILLS

User Research, User Interviews, Sketching, Wireframing, Prototyping, Usability Testing, Figma, Microsoft Office

## EXPERIENCE

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### Teaching Assistant, User Experience Design | BrainStation

SEP 2023 - DEC 2023, VANCOUVER, BC

- Selected by BrainStation to support the three-month User Experience Design Diploma Program, on the account of exceptional performance and interpersonal skills demonstrated in the prior cohort.
- Assisted with evaluating student deliverables with strong attention to detail, providing detailed feedback to improve students' performance.
- Provided 1-on-1 mentorship for 10 students, advancing their program comprehension and individual learning experiences.
- Led daily stand-up lectures on diverse topics, creating an interactive and engaging learning environment.

### Commercial Senior Credit Analyst | The Toronto-Dominion Bank

JUN 2022 - MAY 2023, BURNABY, BC

- Implemented robust credit expiry and forecasting protocols, resulting in 100% compliance with credit expiry thresholds.
- Prepared concise credit applications, reducing underwriting timelines and resulting in net new borrowing volumes of C\$50+ million.
- Received the Q2 2023 Business Banking Summit Award, which recognizes individuals who make an impact, lead by example, and inspire others at the bank.

### Commercial Account Manager | The Toronto-Dominion Bank

JAN 2020 - JUN 2022, BURNABY, BC

- Built and maintained strong relationships with 80+ commercial clients, resulting in consistently positive client feedback via the bank's formal feedback mechanism.
- Focused on building internal and external referral networks, surpassing annual new business goals of at least \$10 million of gross borrowings.
- Tasked by management to mentor and train new associates in order to share best practices developed.

## EDUCATION

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### BrainStation | Diploma, User Experience Design

JUN 2023 - SEP 2023, VANCOUVER, BC

### UBC Sauder School of Business | Bachelor of Commerce, Major in Finance

SEP 2014 - MAY 2018, VANCOUVER, BC

## PROJECTS

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### Lead User Experience Designer | BrainStation Industry Challenge

AUG 2023, VANCOUVER, BC

- Placed 1st in a 24-hour industry challenge, hosted by BrainStation in collaboration with Lush Cosmetics, and created a functional POS prototype to assist with in-store sales management.