Courtney Young

Phone   (604) 787 - 5887

Email   crtny.young1@gmail.com

Portfolio   www.crtnyydesign.com

Linkedin   www.linkedin.com/in/crtnyy

Education   B.Sc in Computer Science and Biology   *University of British Columbia - 2015 to 2020*

I am a product designer with over 3 years of experience conceptualizing, defining and shipping consumer-facing iOS products. I am a self-starter, adept at crafting creative solutions to complex problems. My passion lies in leveraging emerging technologies to create compelling, user-centred solutions that promote connectivity and community.

Experience

Product Designer at Snack   *June 2022 to Present*

Leveraged data insights from app metrics and comprehensive surveys to understand user behaviour and conceptualize high-impact features, notably leading the design and execution of a Discovery feature which boosted engagement by over 20% in its first week.

Fronted the design transition as Snack pivoted to AI by creating user experiences that enabled users to craft their own individualized AI models, resulting in a 472.3% increase in avg. number of data points per user and enhancing chat UX through deep personalization.

Managed design operations and oversaw design interns, offering dedicated support and mentorship, empowering interns to excel, grow, and contribute effectively within the team.

Junior Product Designer at Snack   *December 2020 to June 2022*

Catalyzed the inception and rapid launch of a new video-based dating app, taking it from concept to a successful market entry by February 2021 as the 8th employee at Snack.

Shaped Snack's visual identity through a comprehensive brand analysis, establishing definitive brand guidelines governing logo, colour, typography, and imagery.

Design Lead at UBC Product Management Club   *August 2020 to April 2021*

Created compelling marketing assets for 7 flagship events, engaging up to 100 attendees each by crafting inclusive content. **Fostered design proficiency** in 40 participants of diverse backgrounds through a Figma workshop, emphasizing user-centric problem-solving.

Human Computer Interactions TA at UBC   *July 2020 to December 2020*

Coached 60 undergraduates through iterative, user-centric design projects, offering comprehensive feedback for continuous iteration. **Directed weekly design reviews** and immersive UX workshops, instilling a user-focused mindset through hands-on mentoring.

Skills

Interaction Design	Visual Design	Research Methods	Tools & Software
User Flow Diagrams	Vector Illustration	Competitive Analysis	Figma
Wireframing	Color Theory	Interviews & Surveys	Adobe Illustrator
Rapid Prototyping	Accessibility	A/B Usability Testing	Lottielab
Micro-Interactions	Responsive Design	Heuristic Evaluation	Ready Player Me
Info Architecture	Design Systens	Affinity Diagramming	Unity