

Rachel Chen

0 → 1 Product Designer with a love for Engineering & Hackathons

rachelchen.tech
linkedin.com/in/rachel-jiayi-chen
rachelc0715@gmail.com

EXPERIENCE

1Password — Incoming Product Design Intern

Remote, USA | Jan 2025 - April 2025

Joining the Design & UX Team to enhance user experience for the world's leading password manager.

The Brain & Mind Institute — Technical Product Management Intern

London, ON, CA | Sept 2024 - Present

Leading product development of an assessment tool to make educational screening accessible to children in **20+** countries, prioritizing tasks and working closely with engineers in a cross-functional team.

Royal Bank of Canada — Software Engineer Intern, Amplify Program

Toronto, ON, CA | May 2024 - Aug 2024

Built & deployed **patent-pending** AI tool projected to save **\$2.15M** annually for global HR call centre operations, reducing average call times by **19.5%** and eliminating **21%** of calls. Used data and user research to redesigned the workflow of call agents and employees. Pitched to and gained recognition from the **CTO**.

Onova — Product Design & Front-End Engineer Intern

Toronto, ON, CA | Jan 2023 - May 2024

Shipped a B2B innovation management platform for Fortune 500s, generating **\$40K** in additional annual revenue, serving **6,000+** professional users. Led communications with executive clients to develop the design strategy of a **\$120,000** generative AI innovation project with Capgemini and Google Cloud.

Strategicly — Product Design Intern

Remote | Sept 2022 - Dec 2024

Boosted landing page conversion rates by **32%** by spearheading a rebrand and website redesign.

LEADERSHIP

Chattin — Founder, Designer, & Developer

June 2024 - Present

Launched a social networking app to help students make professional connections in a welcoming space.

Hack Western — Design Organizer

May 2024 - Present

Designed a delightful and engaging hacker experience for **1400+** students across the world.

Product Design Sprint — Co-Chair

June 2023 - May 2024

Grew Western's largest design competition by **157%**, engaging **250+** participants in a unique learning experience by managing a team of 12 and securing partnerships with Accenture, Balsamiq, and BMO.

EDUCATION

Ivey Business School, Western University — Honours in Computer Science & Business Administration

London, ON, CA | Expected May 2026

National Scholarship (\$30,000), Major Entrance Scholarship (\$20,000), Scholarship of Excellence (\$10,000)

Grow with Google — UX Design Certificate

Remote | July 2022

SKILLS

Design & Research — Figma, Sketch, Adobe XD, Photoshop, Illustrator | Balsamiq, FigJam, Miro, Mural

Technical & Data — Python, Java, JavaScript, HTML/CSS | Git, Jira, Confluence | SQL, Power BI

AWARDS

1st Place — UX Laurier Design-a-thon

1st Place — DataQuest

1st Place — Pitch the Future

1st Place — SheHacks+

2nd Place & Google Cloud Prize — Hack Western

Best Cohere Hack — UofTHacks

Best Health Hack — MetHacks

Best Eye-Tracking Device — Hack the North