STEPHANE LAINCY

UX DESIGNER

📱 819-962-8766

✉ stephanelaincy@hotmail.ca

🌐 www.stephanelaincy.com

📍 Canadian/American

SKILLS

Design
Wireframing
Prototyping
User Flows
Typography
High-fidelity Mockups
Responsive Designs
Interaction Design

Research
Usability Testing
User Research
User Personas
User Surveys

Software
Figma
Miro
Microsoft Suite
Adobe Photoshop

Collaboration
Attention to Detail
Collaborative
Communicative
Presentation Skills
Organized
Analytical
Problem-Solver

EDUCATION

Certification
UX Design
2024
Google UX Design by Google on Coursera

Bachelor of Arts
University of Ottawa
2016
Major in Psychology

Collegiate Studies Diploma
Heritage College
2013
Honor: Dean's List
Diploma of College Studies in Social Science

LANGUAGES

English

French

PROFILE

After 6 years as a Public Servant, mastering client-centric and Quality Assurance roles, I have transitioned into the dynamic realm of UX Design. With my blend of customer service experience and design focused education, I'm poised to bring fresh value to companies seeking a designer with a passion for creating meaningful digital experiences. Ready to elevate businesses and embrace new challenges.

Please find my Portfolio at; stephanelaincy.com

WORK EXPERIENCE

Public Services and Procurement Canada

Quality Assurance Officer   Feb '19 - Present

- Delivered onboarding sessions to new employees.
- Responsible for the creation and delivery of weekly error reports shared with management and stakeholders.
- Responsible for the creation and delivery of performance evaluations on a monthly basis for 200+ employees.
- Lead the Best Practices Initiative which involved a collaborative effort with stakeholders to increase the efficiency and operation of our Quality Assurance practices.

Chief
                                                July '22
- Responsible for the planning and execution of onboarding of new employees.
- Led cross-functional teams of 10+ employees in the deployment of department wide quality assurance projects.
- Overseeing the implementation of the Sent to HR Initiative which aided in the clearing of the department's backlog of unverified pay transactions.
- In charge of planning and overseeing bi-weekly team meetings.

Verification Officer   Feb '18 - Feb '19

- Conducted in-person interviews to determine employee eligibility. Assisted in the creation and the delivery of data from each interview.
- Verified pay transactions across payroll and human resources systems for completeness and accuracy.
- Provided guidance to colleagues regarding updates and changes concerning pay and human resources policies.
- Implemented performance evaluations for new employees.