



marie cheung

hello@mariecheung.ca
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EXPERIENCE DESIGNER & RESEARCHER

I am passionate about designing great services that work for the people who use and deliver them. I have over 7 years of experience tackling business challenges through a human-centred lens to help make the world a better place.

WORK

Ingenico ePayments
Service & UX Designer

Brussels, Belgium
Apr 2019 - Present

- Led user research and service design projects, and supported the product design of merchant-facing applications and websites
- Helped align different departments across the organization to adopt a user-centred mindset by running co-design workshops, design sprints and weekly UX meetup
- Designed new default payment pages through iterative design processes, design workshops and usability testing with 40+ users

Department for Work & Pensions (DWP), UK Government
Service Designer

Leeds, UK
Apr 2017 - Aug 2018

- Supported over 15 services across the department in designing and understanding their end-to-end experiences, and helped to break silos through co-creation activities across digital, operations and policy
- Worked on projects for bereavement, child maintenance, planning for retirement and many other working age-related services
- Organized events to build the service design community, trained 40+ employees in service design and co-created a policy design workshop to help bring policy and design closer together

Snook
Service & UX Designer

Glasgow, UK
Feb 2015 - Jan 2017

Worked with diverse clients in both public and private sectors in designing their services:

- **Wheatley Group:** Conducted user research over 8 weeks with current and future social housing customers to help inform their housing strategies and policy. I designed user journeys and created a short film to highlight one of these journeys
- **Aye Mind, NHS Greater Glasgow and Clyde:** Designed brand guidelines and logo, produced wireframes and mockups, and worked closely with developers to build the mental wellbeing platform. I supported co-design workshops with young people to understand how this platform could support their mental health



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Simon Fraser University Library
Junior Graphic & Web Designer

Burnaby, BC, Canada
Feb 2014 - Feb 2015

- Worked with multiple departments from all three campuses on print and web-based projects such as posters and digital signage to enrich the library experience
- Completed re-branding for the Student Learning Commons with new look and feel, photographs and print materials to support programme outreach
- Created infographics, images and maintained website to promote library activities

Giant Ant
Intern

Vancouver, BC, Canada
Sept - Dec 2013

- Improved their client login page and overall client service experience through service design methodologies
- Conducted interviews, sent surveys, facilitated an experience mapping workshop, and designed experience maps and a service blueprint as tools they could utilize to spot opportunities and next steps to improve their customer experience
- Provided internal support such as designing their employee handbook, creating graphics, helping with social media strategy, and reviewing film edits

School of Interactive Arts & Technology (SIAT)
Communications & Strategic Engagement Assistant

Surrey, BC, Canada
May - Aug 2013

- Developed student recruitment strategies for prospective students and contacted high school feeder schools on visiting guest lecture series
- Led and executed marketing and communications for SIAT's 10th Anniversary celebrations, as well as the SIAT brand as a whole, through new designs and research. Filmed and edited 8 videos to promote SIAT within 12 weeks
- Supported the migration of SIAT's website into the new university-wide template

EDUCATION

Simon Fraser University (Vancouver, Canada) 2008-2014

Bachelor of Arts (GPA 3.34)

*School of Interactive Arts and Technology (SIAT) and Communication Joint Major
Digital and Print Publishing Minor*

Malmö University (Sweden) Jan - June 2012
Completed Interaction Design courses