

Grace Dong

UX & Product Designer

grace.dong@mail.utoronto.com · (416) 575-2579 · Toronto, ON · gracecedong.com

UX designer and Master of Information student at the University of Toronto, specializing in user research, accessibility, and end-to-end product design. Thriving to make products that can bring joy to users.

EDUCATION

Master of Information · Concentration in User Experience Design Graduated May 2026

University of Toronto · GPA: 4.0 / 4.0

Bachelor of Arts · Media, Information & Technoculture Graduated May 2024

Western University · GPA: 3.7 / 4.0 · Western Scholars, Dean's Honor List

WORK EXPERIENCE

User Experience Designer · *Environment and Climate Change Canada* May 2025 – Present

- Spearheaded the 'zero-to-one' design of the Conflict of Interest Disclosure System (CIDS), leading cross-functional workshops and Impact-Effort matrices to define core functionality.
- Redesigned weather.gc.ca, conducting hybrid card sorting and user research to optimize navigation for 1.6M daily visitors while meeting WCAG accessibility standards.
- Developed a high-fidelity public-facing site for the Grants & Contributions program, centralizing budget tracking and reducing manual reporting errors.
- Bridged design and engineering by managing discrepancy logs and leading weekly technical handoff sessions across three major platforms.

Website Assistant · *University of Toronto* Sep 2024 – May 2025

- Conducted a heuristic and comparative evaluation of 5 Canadian university websites, surfacing 50+ issues to guide UofT's redesign strategy.
- Co-led affinity mapping sessions with a team of 6 to synthesize research into high-fidelity Figma mockups; presented findings to the Communications Director.
- Used HTML/CSS for quality assurance on website updates and coordinated task assignments for the online communications team.

Communications Intern · *Arthritis Society Canada* Jan 2024 – May 2024

- Directed digital content strategy and CMS management, ensuring brand consistency and user-centric navigation across all web platforms.
- Managed a \$5,000 budget for cross-functional campaigns, leveraging SEO and social media to drive a 50% increase in website visibility while authoring press releases reaching 15,000+ subscribers.

SELECTED PROJECTS

Clementine — AI Finance Manager | *TechTO Hackathon × Tangerine* · 🏆 *1st Place May 2026*

- Designed and built a multilingual AI finance web app in 10 hours serving newcomers, new grads, and first-time mortgage holders
- Personalized financial dashboards based on user literacy level, life stage, and cultural context using AI
- Collaborated in a 3-person team across research, UX design, and development from scratch

Roblox Experience for Mental Health · *University of Toronto + Kid's Help Phone* Jan – March 2026

- Conducted primary and secondary research to create a Roblox experience to support youth's mental health.
- Analyzed collected data and utilized best game design practices to create a safe online gaming space for youth.

- Designed Figma prototype of Roblox game to validate primary features and user interactions.

Weather Canada Website Redesign · *Environment and Climate Change Canada*

May 2025 – Feb 2026

Design files under NDA

- Led structural and visual overhaul of weather.gc.ca in a team of 8, serving 1.6M daily visitors; executed hybrid card sorting to restructure complex navigation menus.
- Synthesized user interview data into mobile-responsive design iterations, collaborating with cross-functional teams to align with federal branding guidelines.

Conflict of Interest Disclosure System · *Environment and Climate Change Canada*

Sep – Dec 2025

Design files under NDA

- Drove end-to-end design of CIDS, transforming fragmented manual reporting into a centralized digital portal used by thousands of federal employees.
- Facilitated design-to-development handoffs and prototype walkthroughs, achieving 100% feasibility and reducing post-handoff revisions.