Elizé Khan

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EXPERIENCE

Design Researcher   **Toronto, ON**
Innovation Hub at the University of Toronto (UofT)   *Oct 2023 - Ongoing*

- **Leveraging qualitative research skills** through a design thinking approach, and incorporating activities such as collaborative ideation with fellow design researchers, to **navigate the multifaceted problem** of improving the Criminology and Sociolegal Studies program at UofT.
- **Conducted primary research** in the form of **eight comprehensive empathy-based interviews** and **fifty surveys**, within a **two-week timeframe**, with students in the program and analyzed transcripts and results.
- **Coded interview** and **survey data** in qualitative research software to derive themes and patterns in data.
- **Synthesize research** and **data analysis into impactful insights** and strategic recommendations to improve the program and present these **value propositions** to the academic department stakeholder.

Guided Pathways Analyst   **Toronto, ON**
Community Legal Education Ontario (CLEO)   *Feb 2021 - Ongoing*

- Utilized **Access to Justice (A2J) Author software** to **create numerous A2J Guided Interviews**, drafting and ordering questions, mapping output templates, and presenting public legal information in plain language to help individuals complete court forms.
- **Led the UX design process** of transforming one page concept notes into functional guided interviews for Private Prosecution and Plaintiff's Claim legal applications, ensuring an intuitive user experience through **dynamic collaboration with a multi-disciplinary team** to design, develop, iterate and conduct user acceptance testing (UAT) on the A2J Guided Interviews.
- **Revitalized onboarding process** for new software testers through the creation of focused training.

UX/UI PROJECTS

Accessible Venue Finder   **Toronto, ON**
Course Project (INF1602 - Fundamentals of UX)   *Oct 2023 - Dec 2023*

- Collaborated on a **comprehensive 8 week design sprint** of an end-to-end UX design and user research project plan, encompassing ideation to **lean prototyping**, to devise an interactive app prototype that helps individuals find and review verified accessible venues in Toronto.
- **Presented project artifacts in playback studio presentations** to potential users and industry professionals, while **developing feedback loops** to refine the app's usability and accessibility.

Plaintiff's Claim Guided Pathway   **Toronto, ON**
Online Interactive Projects (CLEO)   *September 2023 - Ongoing*

- **Actively leading the design and development** of a user-centric guided pathway, with a **multidisciplinary team** of software programmers, lawyers, legal researchers, and software usability testers, to help individuals navigate the plaintiff's claim process in Ontario.
- **Creating intuitive user work and task flows** to optimize the user's experience in court form completion for increased access to justice and **conducting usability testing** on the flows for feedback.

EDUCATION

Master of Information	**Post-Graduate Certificate**	**Honours Bachelor of Arts**
User Experience Design	Marketing Management	Criminology and Sociology
University of Toronto	*Sheridan College*	*University of Toronto*
Sept '23 - Ongoing	*Sept '20 - April '21*	*Sept '16 - April '20*

SKILLS

| **Design Skills:** Journey Mapping, Flowcharting, Information Architecture, Personas, Wireframing, Rapid Prototyping, User Flows, UX Design, Design Thinking, UI Design | **Design & Research Tools:** Figma, Balsamiq, Adobe XD, Adobe Creative Suite, Photoshop, Webflow, After Effects, Sketch, InVision, Framer, Dedoose, Jira, Microsoft Office 365, Miro, Canva, OptimalSort | **Research Skills:** Card Sorting, User Research, Ethnographic Study, Usability Testing, Persona Development, Heuristic Evaluations, A/B Testing, Data Visualization, Project Management, Market Research |