

Mya Certossi

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designwithmya.com

EDUCATION

Bachelor of User Experience Design
Wilfrid Laurier University, Brantford ON
2021 - Present

- Minor in Business Technology Mgmt.

Ontario Secondary School Diploma
West Ferris Secondary School,
North Bay ON, 2016 – 2020

- Business Specialist High Skills Major and Arts Student

SKILLS

- Skilled public speaker after being a young entrepreneur and giving countless presentations to a variety of stakeholders.
- Outstanding leadership skills and thrives in a team setting, delegating tasks, managing time effectively and efficiently, and promoting inclusivity within the group.

TOOLS & APPLICATIONS

Adobe InDesign	Agile
Figma	Wireframing
Python	Info. Architecture
JavaScript	Ideation
Arduino Script	Personas
HTML	Prototyping
CSS	Interaction Design

AWARDS

Academic Creative Engaged Research Showcase (ACERS) Winner 2023

- The Design Thinking Game

Scotiabank Design Competition Winner 2023

- Haudenosaunee Go app.

Summer Company Grant Recipient for The Create Crate 2019

- Created a personal business related to providing art supplies to families and children.

EXPERIENCE

User Experience Researcher **2023**
Better Street

- Showed compassion and empathy through in-person interviews with the unhoused population in Canada (Kitchener/Waterloo, Toronto, Hamilton, Sudbury, Vancouver, etc.)
- Communicated professionally with service workers (food industry, health care, homeless shelters etc.) to collect important information on how innovation can be integrated into homeless care spaces.
- Collected data via secondary research services and integrated it into research conducted.

Barista **2022 – 2023**
Golden Grounds Coffee House

- Provided top-quality customer service and support to students, staff, and visitors to the university campus.
- Balanced university studies and academics with a weekly work schedule.

UX Designer and Marketing Coordinator **2022**
Big Brothers Big Sisters of Halton and Hamilton

- Designed to improve customer experience on online platforms for implementation in Halton and Hamilton as well as Canada-wide.
- Conducted market research with intent to spread the brand name and find ways to bring in more stakeholders within the region.
- Improved learning with a variety of software and supported a collaborative space and positive culture between colleagues within the company.

House Keeping **2020-2021**
Sunset Inn

- Displayed tremendous commitment and resilience working through COVID with a very small team of staff.
- Despite the difficulty of work, showed dedication and accountability, often working up to seven days in a week.

COMMUNITY INVOLVEMENT

UX Laurier Blueprint Delegate 2023

- Completed a series of workshops and participated in a design competition.

9th Grade Career Exploration Day 2023

- Hosted a workshop for grade 9 students to learn about design thinking with The Extraordinaries game.

UXDSA 2023-2024

- Planned, promoted, and carried out events for the Laurier UXD and general community.

Open Houses WLU 2022, 2023

- Enticed future students to join the UXD program, answered questions, and managed the maker's lab.

World Affairs Seminar Delegate 2019

- Attended a weeklong international conference with the topic "The Promises and Perils of Social Media"