Yanch Ong

yanch.design

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UX designer-researcher-developer who redesigns public services and experiences. Worked with various government ministries and on design systems with millions of users.

Professional Experience		
Experience Designer Ontario Digital Service May – Dec 2023	Spearheaded user research, design, and prototyping projects consulting for different ministries to overhaul public-facing services for millions of users, using agile UX and navigating sensitive research areas with political acuity.	
	Conducted generative and evaluative research for Tribunals Ontario, interviewing 20+ stakeholders and users to uncover key needs and challenges, utilising **trauma-informed principles**. Translated complex research insights into actionable service design recommendations.	
	Redesigned complex 96-question grant application for Ministry of Seniors and Accessibility by gathering system and user needs through interviews, highlighter tests, and co-creation workshops. Streamlined into **modern 24-question webform incorporating policy and process refinements.**	
	Managed Ontario Design System in collaboration with cross-functional team, ensuring consistency and usability across all Government of Ontario services. Developed new components, created form design guidance, and enhanced prototyping kit based on usability testing insights.	
UX Researcher NUS-HCI Lab Aug 2021 – Aug 2022	Investigated multitasked messaging on holographic displays. Designed and coded prototype on the Hololens 2. **Published in IMWUT,** a premier Human-Computer Interaction journal.	
UX Design Intern Housing & Development Board May – Aug 2021	Pioneered creation of internal design system. Established Figma asset library of over 800 component variants. Developed React component library, documented with Storybook. **Conducted usability tests and design critiques** with stakeholders. **Aligned with devs in cross-functional team.**	

Education

Master of Information
2024

User Experience Design
iSchool, University of Toronto
Public Service Commission Scholarship

Bachelor of Computing Honors
2022

Computer Science + Interactive Media Development
University Scholars Program, National University of Singapore
President's Honor Roll, Highest Distinction

Selected Projects

Toronto's First Post Office Museum

Conducted comprehensive research with directors, staff, community members, and researchers. Revamped website focusing on navigation and accessibility. Modernised virtual exhibits leading to increased engagement.

Skills and Qualifications

Agile/Lean UX	Figma	C and C++
User research	Miro	Java
Usability tests	Adobe XD	Swift
Affinity diagrams	Adobe Photoshop	Javascript
Experience maps	Adobe Illustrator	Python
Wireframes	Adobe InDesign	R
Prototypes	Procreate	SQL
Visual design	Balsamiq	Git
Design systems	React/HTML/CSS	Mandarin (fluent)