



# marie cheung

hello@mariecheung.ca  
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## SERVICE & UX DESIGNER

I am passionate about designing great services that work for the people who use and deliver them. I believe that we need to consider the holistic journey in order to design better services by connecting the products and people who use and deliver them together.

## EXPERIENCE

Ingenico ePayments  
**Service & UX Designer**

Zaventem, Belgium  
Apr 2019 - Present

I lead the user research, user experience and service design, and support the user interface design at Ingenico. I designed the new default payment page and product features for the new merchant portal. I align different departments across the organization by running co-design workshops and mapping out user journeys, spreading the user-centred design mindset, and helping to bring vision and clarity to the products and services at Ingenico.

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 services end-to-end and helped to break silos that enabled working across services working with digital, operations and policy. These services include bereavement, child maintenance, planning for retirement and many working age-related services. I organised events to help build the service design community within DWP, led service design training and co-created a policy design challenge workshop to help bring policy and design closer together.

Snook  
**Service & UX Designer**

Glasgow, Scotland  
Feb 2015 - Jan 2017

Worked with a variety of different clients in various industries and both public and private sectors in designing their services and working on improving their digital user experiences:

- **Wheatley Group:** Conducted user research over 8 weeks with current and future social housing customers to help inform their future 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 web wireframes & mockups and worked closely with developers to build the mental wellbeing platform using agile process. I supported co-design workshops with young people to understand how this platform could support their mental health.
- **Badgemaker, UFI Charitable Trust:** Worked with Borders College to co-design an open source Open Badges plugin with their admin team, lecturers and learners, to be embedded into their existing Moodle website. I facilitated workshops to design the journey with all stakeholders, produced wireframes and ran usability tests.



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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 including a complete re-branding and photography for the Student Learning Commons, designing posters and digital signage for various services and programs, logo development, and maintaining and updating library web pages.

Giant Ant  
**Intern**

Vancouver, BC, Canada  
Sept - Dec 2013

- Improved their client login page and overall client service experience by bringing in the service design practice.
- Conducted interviews, sent out surveys, facilitated an experience mapping workshop, and designed experience maps and a service blueprint as tools they could utilize to see their 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  
**Communications & Strategic Engagement Assistant**

Surrey, BC, Canada  
May - Aug 2013

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

Faculty of Communication, Art and Technology  
**Communications Assistant**

Burnaby, BC, Canada  
Jan - Aug 2011

Organized the inaugural FCAT Undergraduate Research Conference, which brought together over 75 attendees of students, staff, and faculty members from all over Canada. I also raised awareness of the faculty using through their website, social media, photography, film, and written content that highlighted events, students, faculty, and staff.

## 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 2012 to June 2012

Studied Interaction Design