

# Olivia Steed



## Work Experience

### User Assistance/UX Designer

may 2023 - august 2024 (16 month)

SAP

- Created and implemented **visual design system** and documentation for visual and multimedia help documentation enhancements (including diagrams, screenshots, graphics, GIFs, and animated videos).
- Led **user research project** to gather information on customer help documentation preferences and pain points, synthesized data, shared findings in organization-wide presentations, and created and actualized new documentation guidelines based on findings.
- Worked on help documentation-related **UX topics** and created specs for development.
- Joined and planned events for Employee Network Groups including Intern Committee, d-shop, Green Team, and Business Women's Network.

### Area Enhancement/Graphic Designer

may 2022 - august 2022 (4 month)

Downtown Surrey Business Improvement Association

- Designed unique event posters, invitations, social media graphics, and merchandise.
- Worked with small businesses to create facade improvement plans including pricing and logistical information, and pitched concepts to developers, and business owners.
- Designed print and web reports for AGM, EGM, and special projects.

### Ceramist/Graphic Designer

2019 - present (5 year)

**Dumbcute** Etsy shop

- Conceptualize and produce original ceramic dishes, bowls, mugs and pots.
- Manage brand identity and visual presentation (business cards, postcards, graphics, banners, stickers).
- Provide a high level of customer service for standard, custom, and bulk orders, resulting in over 120 5-star reviews.

## Skills

- I am passionate about visual and information design.
- I strive to see the big picture and the deeper meanings.
- I can clearly articulate my ideas through writing and speech.
- I am a self-starter, problem-solver, and am excited to take initiative when I see opportunities.
- I am fluent using Figma, Adobe CC (Illustrator, Photoshop, AfterEffects, Premiere), Protopie, HTML, SCSS, Java, Javascript, Git, Processing, Arduino, Python, MS Suite, SAP Analytics Cloud, and have experience with illustration and photography

## Education

### BA, Interactive Arts+Technology/Psychology

fall 2020 - present (expected graduation 2026)

Simon Fraser University

3.96/4.33 CGPA  
75 completed units

spring 2023  
spring 2022      President's Honour Roll

spring 2023  
fall 2022  
spring 2022  
fall 2021      Dean's Honour Roll

fall 2020 - present      SFU Undergraduate Scholars Entrance Scholarship (with Distinction)

## Involvement

spring 2023 - fall 2024      FCAT Dean's Student Advisory Council

## Interests

**Music production**, psychology, **ceramics**, PKM, reading/listening to audiobooks always, visual art, woodworking, fitness, making websites like art, using design to make complex things understandable.