

Calvin Cheng

Data-Driven User Experience Designer

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Work Experience

Senior User Experience Designer

Royal Bank of Canada (RBC) / Vancouver, BC / May 2025 - Present

- Lead the end-to-end vision for an agentic AI experience that allows 80K employees across the bank to draft a project funding document, receiving positive praise from the Employee Tools Vice President for the innovative employee experience
- Conceptualize the experience for an AI-powered document analysis workflow that empowers Risk Management employees to efficiently discover similar policy documents from the bank's database with over 30K documents, resolving a frustrating bottleneck
- Collaborate with the Design team to experiment and tinker with AI tooling to identify clear value propositions and benefits of AI usage throughout our workflows and processes

User Experience Designer

Morgan Stanley / Calgary, AB / Apr. 2021 - May 2025

- Led the design strategy of an end-to-end responsive web application that allows private company employees across the world to sell their company stock, accumulating over \$8B in transactional volume for the business
- Partnered with Product Managers and Software Developers to formulate the design vision for an innovative internal desktop companion assistant for Financial Advisors that leverages AI which resulted in a 43% decrease of cases with missing documentation
- Spearheaded the building of scalable and accessible components for the Morgan Stanley design system based on the Web Content Accessibility Guidelines and advocated with Software Developers for reusing these elements during implementation
- Facilitated usability testing sessions to strengthen empathy for our users and iteratively identify product improvements, leading to an average 4.7/5 product satisfaction score

Education

Simon Fraser University - BBA

Sept. 2014 - Oct. 2020

Concentrations: Management Information Systems & Product Design
\$24,000 Major Entrance Scholar

Awards

Impact in Design Award at RBC (2026), Wood Pencil Award for the UK Design & Art Direction Awards (2020), City of Surrey's Top 25 Under 25 (2017)

Skills

UX/UI, Product Design, Wireframes, Prototyping, User Research, Qualitative/
Quantitative Data Analytics, Usability Testing

Figma, HTML/CSS, Claude, Pendo, Tableau, Miro, SQL/R