



EMILY ARENS

UX/UI DESIGNER

 emilyarensdesign.com

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WORK EXPERIENCE

Digital Graduate / Australian Digital Health Agency

February 2026 - current (ongoing, full-time)

- 12 month graduate role with 3 rotation across digital
- Creating visual design of internal reporting and engaging video content

Product Design Intern / Qantas Loyalty

July 2025 - September 2025

- Contributing to outcomes and design decisions within the Retail & QBR team within Qantas Loyalty. Kick-starting design system and component library for alignment and consistency across Qantas Retail offerings of Marketplace, Shopping, Wine and Partners.

Product Design Intern / Canva

December 2024 - February 2025

- Owned the help centre article glow up project with the guidance of talented product and content designers in an AGILE team environment.
- Synthesised research to guide ideation of new features to increase SRR and CSAT of the help centre experience, crafting HMWs through insights.
- Continually drove progress and cross-disciplinary collaboration through facilitating ideation workshops and design critiques.
- Carefully validated designs through A/B testing to ensure it improved the experience of the 8 million monthly visitors of Canva's help centre.
- Prepared the rollout of three features and future concepts through clear documentation to improve CSAT by 5% across all devices and nations.

UX Design Contractor / Ark Client Solutions

July 2024 - September 2024

- Developed a design system around the existing desktop interface based off Ant Design 5.0 to aid in development of a new construction software.
- Produced high quality mockups and collaborated on the various user flows for library/marketplace sections within the experience.

UX Design Intern / Laing O'Rourke - BuiltView

November 2023 - March 2024

- Thrived as the sole full stack UX/UI designer with limited guidance on a thorough re-design project on mobile and desktop interfaces.
- Conducted user research, heuristic evaluations and usability testing, aligning photo management with construction processes.
- Pioneered the creation of a design system establishing a standard for design consistency and scalability.
- Crafted exceptional user experiences with a focus on consistency, simplicity and accessibility, following Apple's Human Interface Guidelines, WCAG, UX/UI/Visual patterns and micro-interactions.
- Extended contributions beyond UX/UI, developing marketing materials and help content, aligning business and UX strategy.
- Effectively communicated design decisions to developers and stakeholders supported through data analysis and synthesis.

+ 1 more 3 month Graphic Design Internship

+ over 3 years experience in hospitality (+ some volunteering / freelance)

EDUCATION & QUALIFICATIONS

University of Sydney

February 2022 - November 2025

Bachelor of Design (Interaction Design)

RSA - Expiry 2027

First Aid - Expiry 2028

OTHER

USYD Society | SUEDE / Treasurer

November 2024 - November 2025

USYD ADP Mentor | Student Mentor

February 2025 - June 2025

SKILLS

- Critical Thinking and ideation
- Low-code / No-code Design
- Product (UX/UI) Design
- Brand and Visual Design
- Mobile and Website Design
- Product and UX Strategy
- UX Primary Research
- Research workshop facilitation
- Usability Testing / Heuristic Evaluation
- Data Analysis and Synthesis
- Design System Creation
- Information Architecture
- Advanced Prototyping
- Web Dev (CSS, JS, HTML, REACT)
- 3D Modelling

TOOLS

- Figma
- Adobe Illustrator, Photoshop, InDesign, Lightroom, Aftereffects
- Canva Pro (*ideation and presentation*)
- Miro (*ideation and collaboration*)
- Jira, Notion and Monday.com
- Wix, Webflow, Framer (*website builders*)
- ChatGPT, Gemini, Claude.ai, Canva AI
- Visual Studio (*Frontend: CSS, HTML, JS*)
- Microsoft Office (*incl Excel*)
- Ant and Material UI Design Library
- SketchUp and Rhino (*3d Modelling*)