

David Ampofo

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Experience

User Experience Fellow

General Assembly | September 2024 - December 2024

- Led strategic user experience redesign of Click2.ai browser extension and Southwest Airlines app, SVP Sports with my team by developing pattern libraries resulting in a smooth, innovative user experience and visually striking user interfaces.
- Performed user research and created meticulous high-fidelity UI wireframe development in the design tool Figma, leading to a better user flow. As a result, I developed leadership skills that led to high-quality products.

Software Engineer

Bank of Montreal (BMO) | September 2021 - October 2023

- Wrote clean event-driven code to stream terabytes of near real-time events with Apache Kafka, and Java resulting in a faster experience for consumers.
- Conducted API and performance testing with Postman and SoapUI, leading to a robust product with high uptime sending real-time events to the consumer.

Software Engineer

Royal Bank of Canada (RBC) | May 2021 - September 2021

- Developed 5 Adobe XD news article mock-ups for the CMWeb intranet refresh.
- Coded Adobe XD mockup into an interactive asset using HTML, CSS, XML/XSLT programming languages leading to high user engagement for bank employees.

Software Engineer

Toronto Dominion (TD) Bank | January 2021- April 2021

- Collaborated with a Senior Engineer to create SQL scripts using MS SQL Server Management Studio (SSMS) resulting in automated reports for the team.
- Secured privileged infrastructure and admin credentials into CyberArk. This led to enhanced security from accidental security vulnerabilities from persistent malware and malicious actor threats.

Software Engineer

Bank of Montreal (BMO) | September 2020 - December 2020

- Performed unit testing which enhanced the stability of the digital channels product.
- Conducted queries on cloned relational databases leading to improved performance.

Web UX Developer

York University | May 2019 - August 2019

- Created 5 posters in Adobe Illustrator and 3 videos in Animaker for the Career Center, leading to higher user engagement and more in-person visits with counsellors.

Projects & Hackathons

Lead Product Designer Fellow

Click2.ai - General Assembly | December 2024

- Directed team based in 3 time zones to create heuristic evaluations, diary studies and design refresh, resulting in a streamlined user flow experience for customers.

Lead Product Designer Fellow

Southwest Airlines - General Assembly | November 2024

- Led the team to develop user-friendly lost claim luggage and live agent features and redesigned the user interface for customers resulting in an accessible friendly app.

Front-End UX Developer

ETH UofT | July 2019

- Demonstrated initiative by leading the development of an encrypted, decentralized survey for companies to conduct market research without sacrificing user privacy with Vue.js resulting us winning the Bunz Challenge prize.

Front-End UX Developer

NSBE | January 2019

- Engineered a tool with React.js that removes the applicant's personal information and only lists their skills, experience, and education, thereby eliminating subconscious bias impacting the selection process. As a result, my team won the Google Prize.

Education

General Assembly

Certificate in User Experience Design | 2024 - 2024

- Executed end-to-end UX/UI design processes for four projects from the user research phase through UI design, prototyping, usability testing, iteration, and stakeholder presentation; worked fully remotely with teams using Agile methodologies and iterative development.
- Focus on design thinking, human-centered design, prototyping, user research, WCAG/A11y accessibility standards and usability testing.

York University

B.Sc in Computer Science | 2017 - 2021

- Focus on data structures and algorithms, user experience design, databases, software design, operating systems, mobile programming, and object-oriented programming.
- Participated in 4 hackathons and won 3 of them as a Front End Developer with my team.

University of Toronto

B.Sc in Biochemistry & Molecular Biology | 2009 - 2013

- Develop the strong laboratory skills needed to excel in changing and increasingly challenging environments.
- Performed numerous lab experiments to strengthen biochemical understanding of the chemistry of proteins, enzymes and metabolism.

Skills

Design

User Experience · Interaction Design · Design Systems · User Interface · Physical and Digital Prototyping · Visual Design · Wireframing · Low-High Fidelity Mockups · Sketching · Mobile Development · UI/UX Design · Artificial Intelligence

Research

User Interviews · User/Usability Testing · Information Architecture · Site Mapping · Heuristic Evaluation · Diary Studies · Competitor Analysis · Design Strategy · User Flow · Persona Development

Software Tools

Figma Components · Final Cut Pro · Illustrator · Photoshop · Sketch · Python · ReactJS · Adobe XD · HTML · CSS · JQuery · Bootstrap · AWS · Java · Node.js · Framer · Linux · WordPress · Git/GitHub · Balsamiq · Adobe Creative Suite

Visual Design

Poster Design · Branding · Typography Variables · Iconography · Mobile Design · Color Theory · Web Design, Stylesheets and Guidelines

Other Skills

Rapid Iteration · Human-centered Approach · Client Management · Web Content Accessibility Guidelines (WCAG) · Leadership · Attention to detail · Collaborative · Effective Communication · Research and Development · Attention to Detail · Positive Attitude · Project Delivery · Design Concepts · Design Tool · Teamwork · Design Thinking · Brainstorming · Creative · Communication Skills · Motion Design · Creative · Product Strategy · Self Starting · Marketing

Awards

Reason One Mentorship and Scholarship | 2023

John Stephenson Computer Science Scholarship | 2020

Google's "Best Use of Cloud Computing Platform" Prize | 2019

Bunz Hackathon Challenge | 2019

ETH University of Toronto | 2019