

# Derick Yeh

## CONTACT

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## PROFILE

Communications and User Experience professional with over a year experience within financial institutions.

## SKILLS

Figma, Sketch, InVision, Marvel, Trello, Univeris, Webflow, WordPress, Adobe Creative Suite (Acrobat, Photoshop, Illustrator, InDesign, Premiere Pro), Google Docs Editors Suite, Microsoft Office Suite

## EXPERIENCE

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### Customer Service Representative - Team Lead | Frontline Customer Solutions

OCT 2023 - PRESENT, TORONTO, ON

- Generated outside sales of around 10 monthly donors a week by initiating at least 200 potential donor presentations daily in residential neighbourhoods across the GTA
- Increased donor engagement on current events and campaigns by door-to-door canvassing on behalf of client, Sunnybrook Foundation, in order to generate leads
- Engaged in daily boardroom workshops with team members to refine skills in pitching, objection handling, and product knowledge, resulting in increased long-term monthly donor retention

### UX Design Apprentice | Techfleet

SEP 2022 - FEB 2023, REMOTE

- Added timeline feature to user profile allowing users to display progress of their work to enhance community engagement among creators
- Established guidelines for content submission in order to mitigate risk of unwanted content for users
- Collaborated with cross-functional teams to create user personas, user journey maps, and test cases to ensure all touchpoints were optimized for a positive user experience
- Developed UI assets for design library according to usability heuristics and WCAG accessibility standards for developers to utilize in future project updates

### Business Processing Administrator | iA Financial Group

JUL 2018 - AUG 2018 / SEP 2020 - APR 2021, VAUGHAN, ON

- Organized and reconciled client information forms to the company's service standards while meeting performance targets of 500 intake forms a week
- Translated customer needs from 'Know-Your-Client' (KYC) forms to viable data for financial agents to advise clients on suitable products and secure sales
- Facilitated daily 'stand-up' meetings to review status of tasks for each team member, recommend priorities, and plan member responsibilities for the day

### National Administrative Team Member | Johnson Inc.

MAY 2017 - AUG 2017, RICHMOND HILL, ON

- Organized and processed daily intake volume of financial product applications per company procedure to address seasonal work surge
- Performed administrative tasks and duties, such as follow-up of financial data with applicants as per client request, in order to provide support for Operations team
- Ensured security of documents by adhering to policies and procedures in order to maintain confidentiality of client information

## EDUCATION

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### BrainStation | Diploma, User Experience Design

JAN 2022 - APR 2022, TORONTO, ONTARIO, CA

### McMaster University | Bachelor of Arts, Communication Studies & Multimedia

SEP 2015 - 2020, HAMILTON, ONTARIO, CA