

Chao-Chi (Darren) Ting

UX Designer based in Toronto, ON

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Professional Summary

UX designer with 2+ years designing commercial banking experiences for small and mid-sized business clients, supporting six Agile squads across payments, fraud prevention, and user administration. Specializes in high-stakes transactional interfaces where irrevocable payments, same-day cutoffs, and regulated workflows make error prevention the core design problem. Product SME for the platform, governing its pattern library and onboarding new designers to it. Master of Information (UX Design), University of Toronto.

Experience

UX Designer at **Bank of Montreal, Commercial Banking**

October 2024 - Present

- Most senior designer on OLBB Lite, supporting six Agile squads across payments (RTP, Interac, Zelle, stop payments), fraud prevention, reporting, and user administration for Canadian and US clients
- Led the platform-wide integration of Positive Pay, owning a single fraud-prevention service across payments, reporting, and administration workflows and aligning three squads on one coherent experience
- Sustained delivery for all six squads as the only designer on the product for two months following two departures, shipping every design dependency for the October release on schedule
- Built and govern a 15+ pattern library extending BMO's Lexicon design system, establishing SMB-specific standards now referenced by designers on both Lite and the enterprise OLBB Pro platform
- Drive accessibility remediation for the platform, leading a proof of concept for WCAG 2.1 reflow compliance at 400% zoom across complex transactional and reporting interfaces

UX Design Intern at **Bank of Montreal, Technology & Operations**

September 2023 - April 2024

- Designed internal tooling for BMO employees, including the platform supporting Destination Digital, a bank-wide hackathon — covering team registration, judging, and theme browsing
- Delivered a platform that remained in active use for subsequent hackathon cycles, still running when I rejoined BMO in 2024

UX Design Intern at **Acer**

June - August 2023

- Designed a proof-of-concept remote patient monitoring system spanning a patient mobile app and a clinician web portal, mapping the full loop from patient-reported health metrics through clinical assessment and results return
- Used predictive attention modelling (Attention Insight) to iterate visual hierarchy across design versions, raising the predicted attention score on priority interface elements by 15%

UX Design Intern at **OneAD**

June - July 2021

- Conducted a competitive analysis of live-streaming platforms, examining the engagement and retention mechanics driving streamer-audience interaction, and presented findings to the CEO

Core Capabilities

Design & Delivery: UX Strategy • Design system & Pattern Libraries • Information Architecture • Prototyping • Accessibility (WCAG 2.1) • Design Documentation

Research: Usability Testing • Competitive Analysis • User Journey Mapping • Persona Creation

Collaboration: Agile/Scrum • Design Mentorship • Stakeholder facilitation • Engineering handoff

Toolbox: Figma/Figjam • Adobe Creative Suite • JIRA • HTML/CSS • AI-Assisted Design Tooling

Education

University of Toronto Master of Information (MI) | User Experience Design

2022- 2024

University of Toronto Honours Bachelor of Arts (HBA) | Communication & Sociology

2018- 2022

Volunteer

Mentor UX Laurier Designathon (2025) | First Round Judge UofT Designathon (2024)