

Chantal Nguyen

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EDUCATION

Humber College | Toronto, ON

Bachelor of Commerce - Healthcare Management

Expected Graduation: June 2030

- Relevant Coursework: Health Systems Management, Program Planning & Evaluation, Health Equity & Social Determinants of Health, Project Management, Organizational Behaviour.

Weston Collegiate Institute (High School) | Toronto, ON

Ontario Secondary School Diploma (OSSD)

September 2019 - June 2024

- Awards: Blue "W" Award – Highest honour recognizing excellence, leadership, and contributions to school life
- Activities & Societies: Badminton & Swim Team, HOSA Member

PROFESSIONAL & CONSULTING EXPERIENCE

UpNxtt (via Riipen) | **Remote**

June 2026

Strategy Lead – Project-Based Consulting Intern

- Led user journey and workflow evaluations for an early-stage digital educational platform, identifying friction points in onboarding and content accessibility
- Designed and maintained a centralized master research workspace to organize raw qualitative data, founder Q&A insights, and cross-functional team inputs. Analyzed user touchpoints and synthesized customer insights into an actionable Growth Strategy Report to support sustainable service adoption.
- Synthesized qualitative user feedback and engagement metrics into a structured final Customer Experience Optimization Report and presentation deck delivered directly to company founders.
- Collaborated asynchronously across a remote team to establish research priorities and align strategic recommendations.

Your Style Doula (via Riipen) | **Remote**

April 2026

Strategy Consultant – Project-Based Consulting Intern

- Conducted market research and user engagement analysis to support customer acquisition and service positioning
- Analyzed user touchpoints and synthesized customer insights into an actionable Growth Strategy Report to support sustainable service adoption.
- Collaborated asynchronously across a remote team to establish research priorities and align strategic recommendations.

Celestica | **Newmarket, ON (On-site)**

June 2025 – August 2025

Production Assistant Intern

- Operated in an ESD-safe cleanroom under rigid WHMIS and OHSA protocols, maintaining 100% compliance with workplace health and safety standards.
- Executed detailed masking and wash cycles for sensitive circuit boards following complex SOPs, supporting reliable multi-stage production throughput.
- Performed meticulous visual inspections and component sorting on delicate electronics, sustaining a 99.8%+ zero-defect benchmark across daily production runs.
- Maintained cleanroom tracking logs and equipment calibration records with 100% data integrity, ensuring full traceability and zero audit discrepancies.

INNOVATION & PROJECT EXPERIENCE

Save-A-Watt (Hack the Valley X – UTSC) | Toronto, ON

Product & Accessibility Contributor

October 2025

- Collaborated in a 4-person team over a 48-hour sprint to ideate and design a web platform that helps low-income households manage energy costs.
- Led interface accessibility and user flow mapping, ensuring clear information hierarchy and WCAG design compliance.

MediPill AI (TerraHacks – TMU) | Toronto, ON

UX & Workflow Contributor

August 2025

- Collaborated to build a medication-management web app using OCR tools to help users track complex prescription schedules.
- Translated user-journey requirements into intuitive visual wireframes and functional prototype flows.

SKILLS AND COMPETENCIES

- **Healthcare and Operations:** Program Planning & Evaluation (Foundational), Healthcare Systems Operations, Standard Operating Procedures (SOPs), WHMIS & OHSA Compliance, Quality Control Documentation
- **Research, UX & Accessibility:** Qualitative & Quantitative Synthesis, Master Workspace Documentation, User Journey Mapping, Usability & Cognitive Load Auditing, Accessibility Design (WCAG).
- **Tech and Digital Tools:** Google Workspace (Docs, Sheets, Slides), Applied Generative AI & Prompt Evaluation, Excel / Google Sheets (Data Modelling, Pivot Tables), Figma, Framr, Canva.