

# Bianca Delle Donne

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## EDUCATION

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| Concordia University   Certificate in UX Design   | Nov. 2022 |
| McGill University   Masters of Education (MEd), Educational Psychology: Inclusive Education | 2020      |
| Concordia University   Bachelor of Fine Arts: Major Art Education                           | 2015      |

## EXPERIENCE

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### Esports Gaming Outreach Lead, Moderator, Lobby Admin: Galorants 2021 – Present

- Moderate online discord and community spaces to ensure a safe and inclusive environment for all members.
- Collaborate with partners such as Riot Games, Gen.G, and Tampax to bring exciting opportunities and support to community members.
- Continuously evaluate the effectiveness of the programs based on user feedback.
- Designed and developed a user-centered mental health document to support moderators and members

### Community Special Education Teacher: English Montreal School Board 2017 – Present

- Design accessible and adaptable lessons for students with psychiatric difficulties and special needs.
- Conduct research through interviews, observation, and surveys to understand students' needs, emotions, behaviors, pain points, and motivations.
- Analyze and incorporate student data into insights and solutions.
- Collaborate with cross-functional teams, and external resources.
- Advocate for accessible practices for students' needs.

### SFA Alphie Instructor: English Montreal School Board 2015 - 2016

- Designed user-centered tutoring experiences for SFA Alphie Digital Program.
- Conducted user research, assessments, and evaluations to continually improve the user experience and increase student engagement and success.
- Designed user-centered experiences to increase student motivation and participation.
- Conducted user research to understand the needs and motivations of my students, and logged these insights to inform the program service.

### Quality Assurance Tester: Electronic Arts (EA) 2009 – 2011

- Conducted comprehensive mobile game testing to ensure accessibility and seamless user experiences.
- Collaborated with cross-functional teams to identify and resolve bugs and issues during testing.
- Ensured broad compatibility and responsiveness by verifying old games on new/upcoming devices.
- Monitored game performance data and identified opportunities for improvement.

**Inclusion Facilitator: Center of Dreams and Hopes****2007 - 2015**

- Created accessible and inclusive activities and experiences to facilitate social integration.
- Evaluated activities and experiences to ensure that it meets the changing needs and expectations of clients and provides a safe and supportive environment.
- Implemented crisis intervention techniques designed to provide support and guidance to clients during difficult times.

**VOLUNTEERING**

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**Happy Village International: Youth Program Coordinator****2016 – 2019**

- Managed and coordinated volunteer placements for high school students and HAVI members.
  - Designed accessible activities for children/youth with intellectual disabilities.
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**Hobbies:**

Improv, esports, photography, painting, visual arts,