

RIMA ABOU KHALIL

UX Designer
Computer Scientist

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EDUCATION

Bachelor of Computer Science

Université Laval
2020 - 2024

Google UX Design Professional Certificate

January 2024 - July 2024

AWARDS

Scholarship for excellence in computer science, computer engineering and construction, and electrical, electronic and communications engineering

Université Laval
2021

The Minister of Higher Education's Excellence Scholarships are awarded to students who present a quality academic record.

Milieux Undergraduate Fellowship

Concordia University
2018 - 2019

Awarded on nomination by the faculty based on motivation and talent - Replication of the « Portal Gun » in Rick and Morty

LANGUAGES

English French Arabic Spanish

SKILLS

Research

User Research (Synthesis)
Usability Testing
Diary Studies
Stakeholder Interviews
Competitive Analysis

Tools

Figma
Miro
User Testing
Jira
Confluence

Design & UX

Wireframing, Prototyping
Visual Design
Interaction Design
Responsive Design
Information Architecture
Design Systems
Accessibility

Technical

React
JavaScript
HTML, CSS
Arduino

EXPERIENCE

Associate UX Designer • GoTo

January 2025 - Present

I lead end-to-end design for GoToConnect's voice experiences (calls, voicemails, and fax), including new features like WhatsApp calling and real-time transcription, improving usability, streamlining key workflows, and ensuring a responsive experience across web and desktop. I spearhead the GoTo Browser Extension initiative, leveraging user research to embed calling, messaging, and key workflows into CRMs and other web apps to reduce context-switching while preserving customer context. I initiated and developed a structured UX project checklist to align designers with best practices, covering problem definition, technical constraints, accessibility, responsiveness, localization, and developer handoff. I co-lead a UX diary study to evaluate and improve our team's adoption of spec-kit and GitHub Copilot across onboarding and prototyping workflows.

UX Design Intern • GoTo

September 2024 - December 2024

I collaborated with designers, researchers, product owners, and engineering teams to translate user needs into intuitive design solutions using Figma and Miro. I spearheaded research on session replay tools, conducting stakeholder interviews and creating comprehensive analysis frameworks to guide leadership decisions on internal versus external implementation. I designed empty state solutions for critical error handling scenarios during account setup processes. In a separate initiative, I led the development of a "Do Not Disturb" duration feature, creating multiple design iterations, interactive prototypes, and conducting unmoderated usability testing to validate design decisions. I executed competitive analysis of global search functionalities across applications to inform future improvements and contributed to the GoTo Marketplace Microsoft Teams integration through translation management and design asset updates.

Software Development Intern • GoTo

May 2024 - August 2024

I focused primarily on front-end development, I collaborated with product managers, UX designers, and developers to translate conceptual designs into user-centric interfaces using React, TypeScript, and Node.js. I enhanced the Contacts page, ensuring intuitive navigation, visual consistency, and improved overall user experience. Leveraging Jira and Confluence, I maintained clear communication and documentation, while integrating seamlessly with back-end technologies (Java, Spring Boot, Kafka, Redis) and managing deployments with Docker and Kubernetes.

Software Development Intern • LogMeIn

May 2021 - December 2021

I leveraged React Native and Detox to create automated visual regression tests for GoToConnect's iOS app, ensuring consistent and intuitive user interfaces. I also implemented Picture-in-Picture mode on the voicemail page of GoTo's Android app, refining UI components in close collaboration with the UX team to optimize the user experience. Additionally, I managed dependencies with Yarn and NPM, and debugged and modified software components to enhance product reliability and functionality.

Research Assistant in Computer Science • Université Laval

January 2020 - March 2020

I designed and developed Arduino programming course content for master's students, ensuring a structured and engaging learning experience. In addition, I assisted in managing electronic equipment and maintaining the laboratory environment to support ongoing research initiatives.

Research Assistant in Computer Science • Concordia University

July 2018 - August 2019

I facilitated hands-on workshops covering Arduino fundamentals, 3D printing, and other emerging technologies, while providing training and support to researchers and their projects. I conducted and transcribed interviews and led events such as International Arduino Day. Additionally, I organized interactive activities for children using RetroPie arcade games to inspire curiosity and engagement.