

TREVOR HARRIS

CONTENT DESIGN / UX WRITING

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EXPERIENCE

RBC Insurance / January 2024 – Present

Content Design Lead

Developing the Digital Content Design practice for RBC Insurance, managing a multidisciplinary team of designers, and leading strategic IC work for several product pillars.

Meta / November 2021 – June 2023

Senior Content Designer

Led customer support Content Design / UX Writing for creator payouts, ads payments, commerce and risk within Meta FinTech. Wrote interface content, microcopy, accessibility labels, string descriptions, automated emails, and chat scripts. Trained new Content Designers in Figma and led Content Design accessibility for Meta FinTech.

Royal Bank of Canada / June 2012 – November 2021

Senior Content Designer & Chapter Lead, March 2021 – November 2021
Content Designer, June 2012 – March 2021

Worked on dozens of features, products and programs. Wrote interface content, automated emails, technical documents, and instructional content. Collaborated with Product Managers, Product Designers, Engineers, UX Researchers, and Legal and Compliance partners.

Led generative research and usability studies. Planned and facilitated cross-discipline collaborative activities and design sprints. Improved content documentation and localization workflows. Led various workshops to continuously develop the Content Design practice.

EDUCATION

Queen's University

Completed courses: Fundamentals of Writing, Design Thinking

Sheridan College

Diploma, Print Journalism

SKILLS

User-focused UX writing
Information architecture
Content strategy
User research

Accessibility
Journey mapping
Design sprints
Agile

Figma
Jira
Asana
GitHub