

TERESA LEE

Inclusive Design Leader | Service & Product Strategy

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SUMMARY

Strategic design leader with 10+ years of experience driving inclusive innovation, service transformation, and organizational design maturity across public sectors and startup ecosystems. Proven record of leading cross-functional collaboration and shaping design strategy that enable accessible, high-impact services and operational efficiency.

LEADERSHIP EXPERIENCE

Service Design Lead — Government of British Columbia

Sep 2023 – Present

- Shaped cross-ministry initiatives that reduced position creation time from 5+ days to 15 minutes across 17 ministries.
- Partnered with HR and IT executives to align design outcomes with enterprise transformation and workforce modernization goals.
- Conducted accessibility and usability testing to meet WCAG 2.1 standards, ensuring functionality for assistive technology users.
- Established a cross-ministry Design Critique Community engaging 20–30 UX and service designers weekly.
- Championed inclusive design in internal standards, influencing 4 active projects.

Inclusive Design Lead (Independent Consultant)

Mar 2022 – Present

- Mentor 10+ accessibility startup founders annually, guiding product roadmaps and go-to-market strategies.
- Designed and delivered workshops to 500+ employees at organizations including CBC, Communitech, and Canadian Blood Services.
- Led co-design initiatives with people with disabilities to inform inclusive product development.
- Supported clients in developing accessibility maturity frameworks, enabling measurable improvements in customer and employee experiences.

Senior Service Designer — Government of British Columbia

Mar 2022 – Sep 2023

- Led the co-design and implementation of a cross-ministry hiring program that reduced hiring time from several months to 6 weeks.
- Published 18 updated job profiles for digital roles to strengthen alignment with transformation goals.
- Established branch-wide guidelines for ethical user research practices.

Accessibility & UDL Lead — Centennial College

Oct 2019 – Mar 2022

- Directed accessibility strategy and initiatives with an annual budget of \$108K.
- Co-designed multi-year accessibility plan impacting 35,000+ students and 3,500+ employees.
- Managed 2 external research partnerships to inform national accessibility standards.
- Chaired the Accessibility for Ontarians with Disabilities Act (AODA) Committee and UDL Advisory Group, influencing institutional policy and cultural change.

Sessional Faculty, Master of Design in Inclusive Design — OCAD University

June 2019 – May 2022

- Mentored graduate students in inclusive design research and prototyping.
- Developed applied learning partnerships with CNIB and the Royal Ontario Museum.

SELECTED LEADERSHIP & COMMUNITY ROLES

- Board Director, NEXUS Community Support Society (2025 – Present)
- Technical Committee Member, Accessibility Standards Canada (2024 – Present)
- Chair, Accessibility & UDL Committees, Centennial College (2019 – 2022)
- President, Toronto Debate Toastmasters (2018 – 2020)

EDUCATION

- Professional Certificate – Improving Leadership & Governance in Nonprofit Organizations (In progress, 2025)
- Master of Design in Inclusive Design, OCAD University, 2018
- Certificate in Applied Behavior Analysis, Florida Institute of Technology, 2011
- Honours B.Sc. in Psychology & Human Biology, University of Toronto, 2009