Nathan Chan

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EXPERIENCE

UX Designer (Contract) | Special Olympics Canada

May 2023 - Present • Toronto, ON

Led the Athlete Registration Portal redesign for Special Olympics Canada (SOC) and its provincial Chapters, resulting in a 40% decrease in average registration time.

Advocated for and conducted **user research and interviews** to increase engagement and feedback from Special Olympics Canada staff and volunteers.

Produced training videos and media to onboard new and returning Registration Portal Users.

UX Designer | Sync.com

July 2022 - Oct 2022 • Toronto, ON

Conducted concept and usability testing with stakeholders and users to define a cohesive user experience for **thousands of users**.

Created user personas, user flows and journey maps to **create consistent guidelines** for product team and improve collaboration.

Designed wireframes and created iterative prototypes based on user feedback, insights and research.

Worked cross-functionally with customer service, marketing and development to create production-ready assets for Sync software.

UX Designer | BGRS

May 2021 - June 2022 • Toronto, ON

Designed tools to facilitate and simplify interactions between customers and BGRS consultants by **reducing wait times** by an estimated 20%.

Conceptualized and designed enhancements to BGRS' relocation platform, **reaching thousands of global customers** and companies.

Worked directly with developers and stakeholders to design and develop configuration tools to improve existing systems for users.

Conducted and presented research within BGRS management to **advocate for better design thinking** and data-driven research.

EDUCATION

Centennial College

Interactive Media Management

Post-Graduate Certificate

Carleton University

Cognitive Science

BCogSc.

SKILLS

UI/UX Design

User Research

Prototyping

Wireframing

Front End Development

Responsive Web Design

Content Strategy

Design Strategy

TOOLS

Adobe Creative Suite

Figma

Sketch

Invision