

Nathan Chan

UX Designer

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PROFESSIONAL EXPERIENCE

UI/UX Designer, Special Olympics Canada 05.2023 – 12.2023 | Toronto, Canada

- **Led Athlete Registration Portal redesign** for Special Olympics Canada (SOC) and its provincial Chapters, resulting in a **40% decrease in average registration time**.
- **Conducted and developed user research practices** to increase engagement and feedback from Special Olympics Canada staff and volunteers.
- **Produced and edited** training media to onboard new and returning Registration Portal Users.

UI/UX Designer, Sync.com 06.2022 – 10.2022 | Toronto, Canada

- **Conducted usability testing** with stakeholders 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 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

User Experience Designer, Sirva-BGRS 05.2021 – 06.2022 | Toronto, Canada

- **Designed** tools to facilitate and simplify interactions between customers and BGRS consultants by **reducing wait times by 20%**.
- **Conceptualized** and designed enhancements to BGRS' relocation platform, **reaching thousands of global customers** and companies.
- **Collaborated** with developers and stakeholders to design and develop configuration tools to improve existing systems for users.
- **Conducted** and presented designs to BGRS management and **advocated for data-driven research**.

EDUCATION

Interactive Media Management, Centennial College 2019 – 2020 | Toronto, Canada

Cognitive Science, Carleton University 2013 – 2016 | Ottawa, Canada

SKILLS

UI/UX Design

User Research

Prototyping

Wireframing

Front End Development

Responsive Web Design

Content Strategy

Design Strategy