Garrett Chan

Senior Product Experience Design Leader

www.linkedin.com/in/garrett-chan-victoria-bc/
portfolio.bluedice.ca

Leadership & Strategy Skills

Design Thinking

Product Strategy

Leadership / Mentorship

Collaboration / Communication

Accessibility / WCAG

Pragmatic Problem Solving

Design Skills

Cross Platform App Design

Scalable Design

Usability Testing

UX Writing

Prototyping / Wireframing

Interaction Design

Profile

With a career spanning two decades, my journey has covered graphic, web, and software product design. Currently, I lead a diverse team dedicated to crafting web GIS software, emphasizing accessibility and adherence to WCAG standards. Our work is anchored in a thoughtful design process, incorporating Design Thinking for innovative interactions.

My leadership encompasses the development of a robust design system and principles. Our commitment to accessibility is reflected in WCAG compliance, ensuring inclusive user experiences. With a keen eye for balancing user needs and business value, our small team focuses on delivering solutions that resonate globally.

Experience

VertiGIS North America | 2010 - Present

(Formerly Latitude Geographics Group Ltd.)

Team Lead, Senior Product Experience Designer
July 2019 - Present

Awarded the VertiGIS President's Award in March 2021 as apart of "a special incentive program for our top performing team members."
As a design leader with a global mindset, I lead a small but high-performing team of designers, providing guidance and mentorship to nurture talent and drive results. In addition to establishing a robust set of design principles, I spearheaded the gathering of requirements and creation of user stories, ensuring clarity and alignment across cross-functional teams. Through close collaboration with product managers, product owners, and engineering teams, I facilitated the seamless integration of design into the product development process, driving innovation and delivering impactful solutions. Leveraging my expertise in global design leadership, I continue to bring together a diverse array of products into a cohesive suite, elevating the overall user experience and driving business success on a global scale.

Education

Computer Master Institute of Technology (CMIT)
2001 - 2002

New Media Studies Diploma
with Honours
Awarded the Excellence in New Media and Technology award.

Mount Douglas Secondary School
Graduatated June 1998

References

Available upon request.

Experience (continued)

Design Lead, Senior Product Experience Designer
May 2018 - July 2019

Known for my strategic approach to design, I led the creation of a set of design principles that served as a cornerstone for product development, promoting a unified brand identity and elevating the user experience. Through mentorship and leadership, I cultivated a culture of continuous learning and growth within the design team, fostering collaboration and driving innovation. Leveraging my expertise in design strategy, I successfully brought together a diverse array of products into a cohesive suite, streamlining processes and enhancing overall product coherence.

Product Experience Designer
September 2017 - May 2018

Specialized in the intersection of design and development, I brought a unique perspective to product creation and optimization. With a focus on product design and front-end development, I ensured that digital experiences were both visually stunning and functionally robust. I have a talent for crafting custom icon suites that reinforce brand identity and improve user navigation. As a staunch advocate for accessibility, I integrated inclusive design principles into every project, fostering a more inclusive digital landscape that met WCAG requirements. Through rigorous usability testing, I refined designs to ensure optimal user experiences that resonate with diverse audiences.

Graphic Designer | Front-End Developer | UI/UX Designer
March 2010 - September 2017

Responsible for conceptualizing and executing impactful corporate website designs, ensuring brand consistency and user engagement. Proficient in front-end web development, optimizing interfaces for usability and performance. Lead the development of digital and physical marketing assets, including tradeshow displays and print materials, that effectively conveyed brand narratives and drove audience interaction. Excelled in product design, bringing innovative ideas to life through user-centered solutions that met market demands.

Radar Hill Web Design & Marketing
Graphic Designer
January 2007 - February 2010

Responsible for designing and developing websites with a focus on creating user-friendly interfaces and optimizing front-end functionality. Also, played a role in crafting brand identities.

Raging Creations Ltd.
Graphic Designer
November 2002 - December 2006

Created and developed web projects, ensuring websites were visually appealing and user-friendly. Additionally, led product packaging design efforts and took product photography.