

# Charlie Chao

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Product designer who crafts and codes elegant digital experiences.



## Product thinking

User research and workshop facilitation



## Interaction design & prototyping

Framer, Principle, Flinto, InVision



## Front-end development

React, Angular, JavaScript, HTML, CSS



## Visual design

Sketch, Figma, Illustrator, Photoshop

## Experience **Product Design Intern at Facebook**

May - Aug 2018 / Seattle, WA, USA

Collaborated with researchers, content strategists and engineers to design a way for people to recognize contributors and improve engagement in Groups.

- Ran a successful kick-off and ideation workshop to align team with vision.
- Iterated on, prototyped and tested my design from concept to hand-off.

**Result:** Helped the Groups team with their growth objectives by building a feature that will provide value for millions of users.

## **Product Design Intern at Axiom Zen**

Sep - Dec 2017 / Vancouver, BC, Canada

Worked in a product team to design the interface for Legends, an iOS app for football fans to get rich contextual updates and engage in trending conversations.

- Designed, prototyped and tested the onboarding experience and the player stats flow.
- Validated value propositions through Facebook ads and user interviews.
- Developed internal design workflows around Materials Gallery and Abstract.

**Result:** Delivered an app with a greatly improved user experience, and helped the Legends design team work more efficiently with new methods and tools.

## **Product Design Intern at Compass**

May - Aug 2017 / New York City, NY, USA

Worked with my mentor, product managers and engineers to deliver designs for the Compass web and mobile app, which helps real estate agents buy and sell smarter.

- Designed a recommendation module that surfaces relevant listings to buyers.
- Conducted extensive user studies to validate user needs and iterated on the design based on stakeholder feedback.
- Created a design proposal for improving the usability of Compass' intranet website, which is used by hundreds of the company's agents and staffs.

**Result:** Contributed to the business by designing and shipping numerous features that are crucial to the product roadmap.

## **Front-end Developer & Interaction Designer at Quietly Media, Inc.**

May 2013 - Dec 2015 / Vancouver, BC, Canada

Worked with a small product team to design and code the Quietly content management, authoring and analytics platform.

- Designed the end-to-end user experience for the Quietly web application.
- Validated designs through research, prototyping and usability testing.
- Specced out and implemented complex features like a content editor and an analytics dashboard using HTML, CSS, JavaScript, D3 and Angular.

**Result:** Delivered a powerful suite of tools that simplifies the workflow of writers, editors and content analysts, helping the business be more productive.

## **Education Simon Fraser University**

Sept 2011 - Jun 2019 (projected)

Pursuing a BSc in Interactive Arts and Technology with a concentration in design.

- Collaborated with interdisciplinary teams on design-driven projects.
- Participated in the discourse of art, media, design, business and technology.

**Interests** Capturing the beauty of life through photography, exploring the outdoors, writing about my process and gazing at the stars.