

# Charlie Chao

charliechao.com charliechao@outlook.com +1 (778) 968-2366

## EXPERIENCE

### Senior Product Designer at Clio

Oct 2023 - present / Vancouver, BC, Canada

Building the Clio Mobile app to empower over 600 legal professionals daily to move legal cases forward and run their firm anywhere. It has around 4.8/5 ratings from over 5700 reviews in the App Store and Play Store.

Designed and shipped Tap to Pay to enable firms to accept payments from clients directly on their phone. It was used to process over \$12,000 for 600 law firms within a month.

### Product Designer at Clio

Apr 2020 - Sep 2023 / Vancouver, BC, Canada

Worked on Clio for Clients, a mobile and web app for legal clients to communicate with their firms with a peace of mind. Over 900 firms have used it for thousands of cases during early access.

Led an initiative to create a mobile product vision to inform the team's roadmap by conducting discovery user research and engaging with leadership and other teams.

Created resources for and educated internal teams about accessibility in our design and development process. My a11y testing plans have been used to ensure our features in the mobile app are WCAG 2.1 AA compliant.

### Product Design Intern at Facebook

May - Aug 2018 / Seattle, WA, USA

Collaborated with designers, researchers, and content strategists to design a new mechanism for people to share their appreciation of others in Facebook Groups and drive engagement within communities.

### Front-end Developer & Interaction Designer at Quietly

May 2013 - Dec 2015 / Vancouver, BC, Canada

Developed a custom content authoring and an analytics platform using Angular, D3, JavaScript, HTML, and CSS. These products significantly improved how writers, editors, and content analysts create engaging data-informed content for publishers.

## PROJECTS

### Sometime - Recurring Tasks & Reminders

Side project / Aug - Dec 2019

Developed and launched an iOS app that garnered a 4.6/5 ratings and over 9000 downloads in the first month.

### Fix San Francisco

Side project / Aug 2019

Published a Figma plugin used by over 10,600 designers to create iOS mocks with accurate typography.

### Intensive Care First Aid

Freelance / 2017 - 2018

Designed the brand identity for a new First Aid and CPR training company and built a WordPress site that generated hundreds of sales per month in the first year.

## EDUCATION

### Simon Fraser University

Sep 2011 - Jun 2019

BSc in Interactive Arts and Technology (UX design)

## SKILLS



### User experience design

Project scope and metrics definition, user research planning and synthesis, usability testing, data analysis, workshop facilitation



### Design, prototyping, and research tools

Figma, After Effects, Miro, Maze, UserTesting



### Web, iOS, and Android development

JavaScript, React, Node, Swift, Java, Flutter

## INTERESTS

Capturing my travels and life through photography, hiking, running, and nerding out on productivity and astronomy.