

Charlie Chao

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EXPERIENCE

Product Design Intern at Facebook

May - Aug 2018 / Seattle, WA, USA

- Led the design on an experimental interaction model in Facebook Groups that enables millions of users to build stronger relationships with their communities.
- Facilitated successful workshops to align the team with the product vision and push the project forward.
- Collaborated with researchers, content strategists, and engineers to take the product from concept to hand-off.

Product Design Intern at Axiom Zen

Sep - Dec 2017 / Vancouver, BC, Canada

- Led the design and user tests on onboarding and other core app experiences for Legends, an iOS app that connects football fans over trending topics.
- Created a Sketch plugin and workflow for the design team to reduce the friction of sharing works and to improve transparency in collaboration.

Product Design Intern at Compass

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

- Designed and shipped key features for the Compass web and mobile app to increase sales and generate more leads for real estate agents.
- Greatly simplified how hundreds of agents and staff can access knowledge from Compass's intranet website.

Front-end Developer & Interaction Designer at Quietly

May 2013 - Dec 2015 / Vancouver, BC, Canada

- As a founding developer, I have significantly improved the workflows of writers, editors, and content analysts by building a custom content authoring and analytics platform using Angular, D3, JavaScript, HTML, and CSS.
- Created rich-content embeds used by Daily Hives and other popular publications to boost audience engagement on their web articles.

PROJECTS

Sometime

Personal project / Aug - Dec 2019

Co-created and launched an iOS productivity app that garnered positive reviews, 4.6/5 average ratings, and over 9000 downloads on the App Store within a month.

Intensive Care First Aid

Freelance project / 2017 - 2018

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

EDUCATION

Simon Fraser University

Sep 2011 - Jun 2019

BSc in Interactive Arts and Technology (UX design)

SKILLS



User experience design

User research, usability testing, facilitation



Web & iOS development

React, Node, JavaScript, HTML, CSS, Swift



Interaction design & prototyping

Framer X, Principle, Flinto, InVision



Visual design

Sketch, Figma, Illustrator, Photoshop

INTERESTS

Capturing life and travels through photography, exploring the outdoors, running, drawing, and stargazing.