ALLISON YAN

allison.yan@gmail.com | allisonyan.com

EDUCATION

Master of Health Informatics   2015
University of Toronto | Toronto ON

- Fostered aptitude in development, evaluation, and refinement of health information and communication technology systems to support work of clinicians and decision makers
- Probed work and organizational needs of clinicians and nurses in various contexts including paramedicine, hospital wards
- Studied evaluation of health information systems to assess performance
- Selected courses: Systems Analysis & Process Innovation (INF1341H), Knowledge Management & Systems (INF2183H), Human Factors & Change Management (MHI2004H), Evaluation Methods for Health Informatics (MHI2009H)

Bachelor of Science   2012
McGill University | Montreal, QC

- Major Psychology, Minor Computer Science
- Senior thesis: *Usability of Nutrition Labelling Schemes* under Dr. Thomas Shultz
- Selected courses: International Health Psychology, Artificial Intelligence
- Granted Mobility Award for Semester Abroad at the University of Copenhagen

Exchange Student   2010
University of Copenhagen | Copenhagen, DK

- Adapted to and embraced novel environments and cultures
- Enhanced communication and organizational skills
- Gained organizational perspectives through exposure to Scandinavian professional culture
- Selected courses: Work and Organizational Psychology, Social Psychological Theory, Beginner's Danish

EXPERIENCE

Human Factors Student   May-Dec 2014
Healthcare Human Factors | Toronto, ON

- Analyzed detailed user requirements and business process models on projects including home dialysis applications, pharmaceutical procurement services, clinical care guidelines applications
- Analyzed and documented gaps within clients' existing services and workflows via human factors analyses, literature reviews and heuristic analyses
- Designed wireframes and prototypes for responsive medical guidance website using Axure RP 7

CORE COMPETENCIES

Usability studies
Information architecture
Wireframing
Interactive prototyping
Literature reviews
Focus groups
Market analyses
Heuristic analysis
Agile development

TECHNICAL SKILLS

Adobe Photoshop CS6
Illustrator CS6
InDesign CS6
WordPress
HTML/CSS
jQuery
Axure RP 7

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- Shadowed and interviewed nurses and administrators in order to understand workflow and streamline work processes
- Translated research results into usable business decisions by priority
- Effectively communicated heuristic analyses and test results to clients and colleagues in presentations
- Employed Agile methodology in development processes

Human Factors Designer   May-Sept 2014
Bye Bye Meltdown, Hacking Health for Kids @ Sick Kids 2014 | Toronto, ON
- Won Pivot Design Group Award for Best Design at hackathon event
- Conducted literature reviews and market searches on currently existing apps for child temper tantrum management
- Propelled the inclusion of user experience through discussions about temper tantrums and mobile device usage with children and parents
- Created prototype designs and well-received "beaker" logo in Adobe Photoshop based on feedback from children and team
- Collaborated with Pivot Design Group to develop personas, interactive features
- Developed website using WordPress to gather interest via e-mail newsletter and provide information on official release (www.byebyemeltdown.com)

Vice President Communications   2012-2013
Montreal World Health Organizationl Simulation | Montreal, QC
- Revitalized website (www.monwho.org) for improved accessibility and interactivity using WordPress and CSS
- Incorporated feedback from team and users to organize website information architecture (e.g., including expected interactions, highlighting social media)
- Engaged in brainstorming and research to organize conference logistics with executive team

Health Systems Analyst   2012-2013
McGill Comparative Healthcare Systems Program | Montreal, QC; Kaohsiung, Taiwan
- Visited public and private hospitals and clinics in Montreal and Taiwan to analyze and compare their methods of operations
- Learned about cultural differences between Canada and Taiwan in mental health, general healthcare and lifestyles of employees in medicine
- Engaged in round-table discussions with clinicians, nurses, government officials
- Articulated experiences and findings on campus radio program *Health on Earth* and daily blog (www.muchsp.com/taiwan-program/blog)

LANGUAGES

English | *Fluent*
French, Cantonese | *Conversational*
Danish | *Beginner*

OTHER INTERESTS

Graphic design
Live music
Travel
Scandinavian design