Sing Chan

Technical Product Leader & User Experience Architect
Bridging Usability, Engineering & Business Strategy

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Work Experience

Collabware Systems

VP, Product	May 2020 - March 2026
Product Manager	March 2018 - May 2020
User Experience Architect	August 2011 - March 2018

Recently led an Azure Cloud infrastructure cost optimization audit, identifying and implementing reductions of 40% that eliminated over $360,000 CAD in annualized hosting costs.

Key Contributions:

- Drove product execution for enterprise collaboration solutions, leading cross-functional UX, QA, engineering and cloud operations teams
- Managed quality assurance team to develop comprehensive QA automation framework, improving test coverage and reducing regression defects across release cycles
- Partnered with cloud operations to monitor system health, maintain SLA compliance, and ensure platform reliability
- Designed and delivered product knowledge onboarding program for new team members, reducing time-to-productivity by over 50% — from one month to two weeks
- Conducted customer discovery interviews and stakeholder sessions to define feature priorities and validate product-market fit
- Translated customer and stakeholder requirements into actionable product roadmap priorities, aligning business needs with engineering capacity
- Managed product backlog and sprint planning in collaboration with engineering teams, improving delivery predictability
- Owned interaction design, user experience strategy, and front-end development frameworks for all Collabware products

Core Competencies

Claude Code · TypeScript · React.js · Fluent UI · Next.js · JointJS+ · .NET · C# · JavaScript · HTML · CSS · MS SQL Server · CosmosDB · SharePoint

Everyday Tools

Azure DevOps · Application Insights · Rancher · Graphana · Visual Studio · Visual Studio Code · Kubernetes · Photoshop · Basalmiq · Paper · Pencils · Dry-Erase Markers

Once in a While

Illustrator · Premiere Pro · Perl · Req-n-roll

Education & Certifications

Justice Institute of British Columbia
Collaborative Conflict Resolution
2019

Scrum Alliance
Certified ScrumMaster
2015

Capilano College
Project Management
2004

Simon Fraser University
Undergraduate studies in Computer Science and Economics
1992 – 1993

Habanero Consulting Group

User Experience Developer   May 2006 - July 2011

Hired as the first UX developer in the organization to bridge communication gaps between design and engineering teams.

Key Contributions:
- Built the UX practice from the ground up, introduced front-end process patterns and standards, and evangelized UX development practices
- Mentored new UX developers and grew the front-end team to 8 developers
- Took on group management and resource allocation responsibilities

Daniel Choi Design Associates (DCDA)

Lead Developer (Contract)   2005 - 2006

Key Contributions:
- Managed and led development of interactive projects, from the database layer all the way up to the front-end, including security, testing, deployment and documentation

Local Lola Design Team (LLDT)

Flash and User Experience Developer (Contract)   2003 - 2006

Key Contributions:
- Developed Flash applications, client-side scripting and XHTML/CSS markup for LLDT projects
- Consulted on interface design and provided programming assistance with development of CustomBlox, LLDT's ASP.Net CMS solution

Grey Advertising Vancouver

Interactive Producer   July 2004 - May 2006

Interactive Developer   July 1999 - June 2004

Key Contributions:
- Developed grASP, a modular and extensible in-house CMS used on Grey interactive projects
- Developed and maintained Grey's external and internal web sites and applications

Clients

ADT Security Canada · Bank of Canada · BC Hydro · BC Liquor Distribution Branch · Boston Pizza · Cameco · Canadian Pacific Railways · CGA Canada · City of Calgary · City of Issaquah · City of Sammamish · Cobb EMC · Devon Energy · District of Squamish · Enbridge · Federal Mediation and Conciliation Service · Federal Retirement Thrift Investment Board · Fortis Energy · Granville Island · Goldcorp · Haventree Bank · Ktunaxa Nation Council · Law Society of Ontario · Ledcor · Microsoft · Miramax Films · Mission Hill Winery · Money Mart · Okanagan Spring Brewery · PMC-Siera · Quadrant Homes · Saskatchewan ITO · Servus Credit Union · Starbucks Coffee · Sulfur Springs Valley Electric Cooperative · Teck Resources · Tsleil-Waututh Nation · US Department of Energy · US Department of Homeland Security · Valeant Pharmaceuticals · Vancity Credit Union · WorkplaceNL

Conference Speaker

ARMA Canada Information Conference
2021 – Virtual

ARMA Houston Spring Conference
2021 – Virtual

SharePoint Saturday
2009 – Vancouver, BC

DevTeach
2009 – Vancouver, BC

TechDays
2009 – Vancouver, BC

EnergizeIT
2007 – Toronto, ON