Sing Chan

I develop useful, intuitive, and engaging applications that better people's lives.

Work Experience

Collabware Systems

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

My responsibilities as VP of Product were to drive product execution for Collabware's enterprise collaboration solutions. I led cross-functional UX and QA teams and integrated with cloud operations and engineering to deliver customer-centric features while optimizing operational efficiency.

Key Contributions:

- Requirements gathering with customers and stakeholders, translate business needs into actionable product features and roadmap priorities
- Collaborate with engineering teams on product backlog definition and sprint planning
- Manage quality assurance team to develop comprehensive test cases and automation frameworks to maintain product quality standards
- Partner with cloud operations to monitor system health and ensure platform reliability
- Led cost optimization initiative through systematic cloud infrastructure audits, identifying significant opportunities for expense reduction
- Responsible for the interaction design, user experience, and front-end development frameworks for Collabware's software offerings
- Mentor UX developers, fostering design excellence and cross-functional collaboration
- Design and deliver product knowledge onboarding program for new Collabware team members

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Core Competencies

JavaScript TypeScript React.js Fluent UI
.NET C# HTML CSS MS SQL Server
CosmosDB SharePoint

Everyday Tools

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

Once in a While

Illustrator Premiere Pro Perl Req-n-roll

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

Habanero Consulting Group

User Experience Developer **May 2006 - July 2011**

Hired as the first User Experience Developer in the organization to bridge the communication and process issues between design and development teams. Evangelized the value of the UX Developer role within Habanero and introduced front-end development process and patterns to remove pain points in the project lifecycle. On-boarded and mentored new UX Developers when they joined Habanero. Helped grow the number of front-end developers at Habanero to eight and also took on group management and resourcing responsibilities.

Daniel Choi Design Associates

Lead Developer (Contract) **2005 - 2006**

Contracted to manage and lead 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**

Contracted to develop 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/Developer **July 1999 - May 2006**

Developed grASP, a modular and extensible in-house CMS used on Grey projects from 2001 to 2006. Also developed and maintained Grey's external and internal web sites and applications. Took on role of Interactive Producer, with additional project management duties such as managing resources and project schedules, interacting and coordinating with outside developers, vendors and clients.

Conference Speaker

I have presented sessions at the following conferences:

- 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)