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, translating business needs into actionable product features and roadmap priorities
- Collaborated with engineering teams on product backlog definition and sprint planning
- Managed QA engineering team in developing comprehensive test cases and automation frameworks to maintain product quality standards
- Partnered 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
- Mentored UX developers, fostering design excellence and cross-functional collaboration
- Designed and delivered product knowledge onboarding program for new Collabware team membersDriving product execution for Collabware's enterprise collaboration solutions.

As User Experience Architect, I am responsible for the interaction design, user experience, and front-end development frameworks for Collabware's software offerings.

🔗 **portfolio.singchan.com**

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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` `Reqnroll`

Conference Speaker

I have presented sessions at the following conferences:

- ARMA Canada 2021 Information Conf
- ARMA Houston 2021 Spring Conf
- SharePoint Saturday, Vancouver 2009
- DevTeach, Vancouver 2009
- TechDays, Vancouver 2009
- EnergizeIT, Toronto 2007

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 responsibilties.

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

Devoloped 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.

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 · ADT Security Canada · 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