

Chuan Tan

Portfolio: chuantan94.github.io/portfolio

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Summary

UX Consultant and leader with over a decade of experience designing complex, scalable systems across legal tech, enterprise SaaS, and AI-powered platforms. Proven track record of driving design vision, leading cross-functional teams, and delivering intuitive, high-impact experiences. Known for blending design thinking, interaction craft, and strategic execution in fast-paced, cross-disciplinary environments.

Experience

C94 Design

UX Consultant | Present

- Led end-to-end UX strategy, research, and web design for clients in insurance, hospitality, and personal care.
- Created wireframes, prototypes, and lightweight design systems to support responsive, accessible interfaces.
- Facilitated client workshops to align business goals with user needs and drive design decisions.
- Collaborated with developers to ensure accurate implementation and continuous iteration based on feedback.

Thomson Reuters

Senior Manager, UX Design | Jun 2022 - Dec 2024

- Managed and mentored a team of 6 designers on Westlaw’s AI-assisted legal research platform.
- Drove product strategy and UX vision from discovery to launch, contributing \$55M in first-year revenue.
- Championed responsible AI design with emphasis on transparency, trust, and usability.
- Created prototypes to align stakeholders and validate AI features with users.
- Scaled design systems and maintained high standards for visual, motion, and interaction design.

TrustArc

Senior Manager, UX Design | Apr 2020 - May 2022

- Oversaw UX design for enterprise privacy compliance software; managed a team of 4 designers.
- Led the development and governance of a cross-feature design system.
- Ensured AODA and WCAG accessibility compliance across complex workflows.
- Collaborated daily with product and engineering to deliver responsive interfaces.

Rogers Communications

Manager, Enterprise UX | May 2018 - Apr 2020

- Led the UX team for e-commerce, support, and sales tools.
- Oversaw systems-level design that improved usability and drove a 16% increase in B2B conversion.

Sr. Designer, Enterprise UX | Oct 2016 - May 2018

- Designed enterprise self-serve applications with a focus on responsive UI and service flows.

itravel2000

UX/UI Designer | Oct 2014 - Oct 2016

Pink Triangle Press

Web Designer | Aug 2012 - Oct 2014

Education

Laval University

Master of Arts, Design | 2012

Certifications

Nielsen Norman Group

UX Management | 2021

McKinsey & Company

Business Strategy | 2023

Skills

Interaction Design
UI Design & Design Systems
Prototyping (Figma, Adobe XD, Sketch)
UX Research & Synthesis
Workshop Facilitation (Design Thinking, Roadmap Planning)
Design Leadership & Mentorship