Gillian Chen

UX Designer and Researcher

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EXPERIENCE

Senior UX Design Specialist and Project Lead

Sunnybrook Health Sciences Centre

Sept 2021 - Present

- Lead research, design and development of tools to improve clinician safety relating to behavioural alerts and additional precautions across multiple EHR systems
- Spearhead UX deliverables (journey maps, flowcharts, wireframes) to foster cross-functional team understanding and identify areas for optimization
- Drive key decision making with hospital leads to define project requirements and technical specifications, ensuring designs are compliant with hospital policies

UX Design Specialist and Project Lead

Sunnybrook Health Sciences Centre

Jan 2020 - Aug 2021

- Delivered end-to-end redesign of Sunnybrook's discharge summaries app to meet Adobe Flash EOL, leading all phases including QA and release management
- Designed a patient tracking metrics app to help users effectively report patients' alternate level of care (ALC) data, in line with Ontario's wait times mandates

HTML5 Mobile Lab Assistant

Mobile Application Development Lab (MADLab)

Oct 2018 - Mar 2019

- Developed a wound care tool integrated into an Android app for practicing and in-training surgeons. Technology used include HTML, CSS, Bootstrap and jQuery. Available on Google Play Store

Researcher - Innovation Hub

University of Toronto

Sept 2018 - Apr 2019

- Analyzed interview and survey data to provide insights on the usability of classrooms for Academic and Campus Events (ACE)

ACHIEVEMENTS AND AWARDS

CHI Conference Publication 2021

- Published late-breaking paper analyzing user activity patterns of UX online communities in Reddit and Stack Exchange. Available on ACM Digital Library

DataViz Challenge 2019 by Deloitte, CIBC and Tableau

- Developed a visualization tool to compare livability of Canadian cities in a team of two. Awarded top 10 finalist nationwide. Available on Tableau's Public Gallery

EDUCATION

Master of Information

University of Toronto

2018 - 2020 | GPA 4.0

Concentration: UX Design

B.Education and B.Music

McGill University

2011 - 2016 | GPA 3.96

Minor in Economics

SKILLS AND TOOLS

Research

Usability Testing

Data Analysis

Surveys

Interviews

Heuristic Evaluation

Design

B2C Product Design

UX Discovery

Data Visualization

Web App Design

Mobile Design

Tools

Figma, Axure,

Draw.io, Tableau

Development

HTML, CSS, Bootstrap, Git,

JavaScript, Python, SQL

QA Testing

Unit and Integration Testing,

Jira, Incident Response