

Gillian Chen

UX Designer and Researcher

EXPERIENCE

Senior Project Lead / UX Design Specialist

Sunnybrook Health Sciences Centre

Sept 2021 - Present

- Lead priority projects to unify disconnected workflows related to identification of patients for clinician safety and precautions, including developing UX deliverables (journey maps, flowcharts, wireframes) to support cross-department understanding and identify areas for optimization
- Conduct user research (usability tests, interviews) to drive improvements and improve usability in existing and new design features, e.g. photo upload feature
- Collaborate with hospital leaders and administrators to identify key user requirements and ensure designs are compliant with hospital policies

Project Lead / UX Design Specialist

Sunnybrook Health Sciences Centre

Jun 2020 - Aug 2021

- Delivered end-to-end redesign of Sunnybrook's discharge summaries app to meet Adobe Flash EOL, leading all project phases from creating and validating UI designs, to coordinating release management for launch and post go-live support
- Led UX design and research activities for a patient tracking metrics app, including analysis and synthesis of qualitative findings that simplified complex workflows, helping users save time and facilitate easier tracking of ALC patients

UX Designer and Researcher, Co-op

Sunnybrook Health Sciences Centre

May 2019 - May 2020

- Designed interactive prototypes for new SunnyCare features, conducted usability sessions to gather feedback and improve designs, and prepared usability reports

HTML5 Mobile Lab Assistant

Mobile Application Development Lab (MADLab)

Oct 2018 - Mar 2019

- Developed and designed app features such as the wound dressing tool in Best Practice in Surgery app and contacts feature in the UofT Emergency Response app

Research Team Member

The Innovation Hub

Sept 2018 - Apr 2019

- Conducted interviews and analyzed findings to provide insights on the usability of classrooms for Academic and Campus Events (ACE)

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EDUCATION

Master of Information

University of Toronto

2018 - 2020

Concentration: UX Design

BEducation and BMusic

McGill University

2011 - 2016

Minor in Economics

SKILLS AND TOOLS

Research

Usability Testing

Interviews

Data Analysis

Contextual Inquiry

Heuristic Evaluation

Surveys

Card Sorting

Tree Testing

Design

Clickable Prototypes

Mockups

Wireframing

Rapid Prototyping

Tools

Axure, Figma, InVision,

Draw.io, Tableau

Development

HTML, CSS, Bootstrap, Git,

JavaScript, Python, SQL

QA Testing

Unit and Integration Testing,

Jira, Incident Response

WORK AND PERSONAL PROJECTS

CHI Conference Paper Publication 2021

- Published late-breaking work paper on analyzing growth and decline of UX online communities in Reddit and Stack Exchange. [Available on ACM Digital Library](#)

DataViz Challenge 2019 by Deloitte, CIBC and Tableau

- Performed data analysis and developed a visualization tool to compare livability and desirability of different Canadian cities. One of top 10 submissions invited to nationwide finals. [Available on Tableau's Public Gallery](#)

Best Practice in Surgery Mobile App

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

AWARDS

2020

Florence Partridge Scholarship

2016

Graduation Honour:

Outstanding Achievement in Music Education

P. Lantz Scholarship for Excellence in Education and the Arts

Marion Magor Memorial Scholarship

George Thompson Memorial Prize

2014

Sir William Peterson Memorial Scholarship

2013

Walter A. and K. Mary Marsh Scholarship in Education Leadership

INTERESTS

Film Music

British TV Shows

Video Games

OTHER PROFESSIONAL EXPERIENCE

Music Teacher

Starland School of Music

Sept 2016 - May 2018

- Taught piano/violin private lessons to a studio of 40+ students using self-designed lesson curriculum and materials

Assistant Teacher

Little Musicians, McGill Conservatory

Sept 2013 - May 2015

- Collaborated with teachers in planning and delivery of music lessons for young children. Assisted in student evaluation and ran class performances to parents

COMMUNITY INVOLVEMENT

Peer Mentor

iSchool Mentorship Program

Sept 2019 - May 2020

- Provided support to new students of the iSchool, from general advice about living in Toronto, to portfolio and resume review

VP Finance

Music Education Undergraduate Students' Association

Sept 2013 - May 2016

- Managed association's yearly budget and handled fundraising endeavors such as setting up MEdUSA's first online apparel website to raise funds for student events