Kimberly Chan

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Inquisitive & innovative individual passionate about developing research driven design

Experience

Sr. UX Designer   July 2016 - Present
The Home Depot, Atlanta GA

Product designer adept at UX practices such as conducting interviews, facilitating usability tests, designing wireframes and prototypes, and leading meetings

- Interviewed over 80 large spend Pro customers and stakeholders as principal researcher on B2B project investigating the purchasing and accounting lifecycle of large spend Pro customers. Analyzed and characterized spend patterns into customer segments and size.
- Designed Pro Pass, an award winning product ideated from the Pro research tackling a customer's inability to reconcile purchases. Created in a week long hackathon with a team of 10, Pro Pass was presented to corporate THD in front of ELT and is currently being researched to be patented. Customer benefits include easier reconciliation and a reduction in checkout times with the elimination of phone sales (~8 minutes/transaction).
- UX lead on a new effort to consolidate and reformat all of THD's email, electronic voice, and SMS communications to customers. Research led to changes in voice messaging, new email designs, and a detailed investigation into a brand new Pro communication experience at Home Depot.
- Prototyped and designed new email templates based on user feedback generated through design studios and card sorting exercises. Validated new designs utilizing eye tracking glasses resulting in faster ability to find crucial information due to better information architecture and concise verbiage.

Sr. Software Engineer   February 2016 – July 2016
Software Engineer   May 2014 – February 2016
The Home Depot, Atlanta GA

Full stack software engineer experienced in coding and pairing in an agile environment

- Designed and developed a mobile application, Observing Orange, that recorded and provided feedback on the performance appraisal of associates. User validated the visual design and usability at a store with cashiers. Written in AngularJS front end & Java backend with RESTful web services and deployed to 13 stores as a proof of concept.
- Implemented enhancements and debugged issues in PMOnline+, a performance management system used by all associates at THD. Collaborated and paired in an XP environment and participated in agile ceremonies.

Education

Bachelor of Science in Digital Arts & Sciences, College of Engineering   December 2013
University of Florida   GPA: 3.7 – Cum Laude, Dean's List

A core computer science curriculum with a focus on human centered computing including human computer interaction, user interface, research, software product development, and 3D graphics & modeling

Technical Skills

Software Development: Java, C#, C++, SQL
UX Tools: Axure, Sketch, Invision
Web: HTML, CSS, AngularJS, JQuery

Volunteer

Guest Service and Gallery Speaker at the Georgia Aquarium
Usher at the Fox Theatre
Team Depot Volunteer - Habitat for Humanity, Toys for Tots, Homer Fund Event Organizer