

# CHARLOTTE CHAN

— CURRICULUM VITAE —

## TECHNICAL SKILLS

### DESIGN

Adobe Illustrator, AutoCAD, Balsamiq, CNC Machines, ProEngineer, SpatialNET

### MANAGEMENT

Hootsuite, HP Quality Center, Hybris, JIRA MS Visio, Omniture, OTMM, Smartsheet

### PROGRAMMING

C++, Java, HTML/CSS, Python

## SPECIALTIES

UX/UI Design  
Human Factors Research & Design  
Project Management  
Marketing & Financial Budgeting  
e-Commerce & Merchandising  
5+ years Customer Experience  
Public Speaking & Stage Performance  
Production using AutoCAD & CNC  
Fluent in English & Cantonese

## EDUCATION

### SYSTEMS DESIGN ENGINEERING

BASc UNIVERSITY OF WATERLOO, 2016

## AWARDS & SCHOLARSHIPS

- ✦ First Place Pitch, Barn Raisers  
STARTUP WEEKEND KITCHENER WATERLOO 2014
- ✦ Best Mobile Application Pitch  
THE NEXT 36 CHALLENGE @ CUTC, 2012
- ✦ Representative for the National Conference on  
Women in Engineering 2012
- ✦ University C Division Champions 2012  
TORONTO INTERNATIONAL DRAGON BOAT FESTIVAL
- ✦ UW Alumni @ IBM Entrance Scholarship  
UNIVERSITY OF WATERLOO, 2011
- ✦ Technology Design & Drama Awards  
ST ROBERT CATHOLIC HIGH SCHOOL, 2009-2011

## INTERESTS

- ✦ Great with saving money; experienced negotiator, researcher and bargain hunter
- ✦ Travel enthusiast; will soon be exploring Singapore, Japan, Australia & New Zealand
- ✦ Rock climbing, dragon boat, stage performance, tae kwon do & Allen Stone

## EXPERIENCE

### LOBLAW COMPANIES LTD, TORONTO, ON

ASSOCIATE MERCHANDISER JAN - APR 2014

Member of the e-Commerce team, assist in the merchandising process for Joe Fresh; research, content creation & design for North America's first click & collect grocery online platform

### KONTAGENT, TORONTO, ON

TECHNICAL PROJECT COORDINATOR MAY - AUG 2013

Understanding of web/mobile analytics & data mining, create new onboarding processes, UI designer for internal mobile training application & company Intranet, company event organizer

### DELOITTE & TOUCHE, TORONTO, ON

BUSINESS SOLUTIONS IT INTERN SEPT- DEC 2012

PM for HP Quality Center upgrade, work with offshore testing team on product functionality, coach training sessions, lead UX and UI tests for the web/mobile CRM tool

### ROGERS COMMUNICATIONS, TORONTO, ON

NETWORK PLANNING ASSISTANT JAN - SEPT 2012

Implement network elements in the fiber-optic network using AutoCAD and MS Visio, integrate SpatialNET as a nationwide design tool

## PROJECTS & INVOLVEMENT

### FOUNDER, BONSAI EVENTS

TORONTO, ON PRESENT

Ideator & executor of targeted marketing strategies & special events for small companies

### CO-FOUNDER & DESIGNER, BARN RAISER

STARTUP WEEKEND WATERLOO 2014 PRESENT

Platform enabling non-profits, businesses & community builders to work together, share resources & create community based events

### MARKETING DIRECTOR, RE:ME MOBILE APP

UNIVERSITY OF WATERLOO WINTER 2013

Velocity Demo Day 2012 Top Ten, Pitch finalist

### DELOITTE'S JUNIOR ACHIEVEMENT

TORONTO, ON SEPT 2010- DEC 2012

President of student company with 250% profit return to shareholders, nominated for President Of The Year Award, lead a financial management class for grade 8 students