

# CHARLOTTE CHAN



## TECHNICAL SKILLS

### DESIGN

Adobe Illustrator, AutoCAD, Balsamiq, CNC Machines, ProEngineer

### MANAGEMENT

Basecamp, HP Quality Center, HP Sprinter, MS Office, MS Visio, Smartsheet, SpatialNET

### PROGRAMMING

C++, Java, HTML, Python

## SPECIALTIES

Project Management  
Marketing & Financial Budgeting  
User Experience Research & Design  
Human Factors & the Design Process  
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

- ✦ 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 & bargain hunter

Musically Inclined; Favourite artists included Allen Stone & Passenger

Tae kwon do, stage performance, dragon boat, & rock climbing; Foodie & travel enthusiast

## EXPERIENCE

### KONTAGENT, TORONTO, ON

TECHNICAL PROJECT COORDINATOR MAY - AUG 2013  
Understanding of web/mobile analytics and data-mining, create new onboarding/offboarding processes, design UI for internal mobile training & sales application, 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 - DEC 2012  
Implement network elements in the fiber-optic network using SpatialNET and MS Visio, integrate SpatialNET as a nationwide design tool

### PHONEBOX EVENTS, MARKHAM, ON

CUSTOMER SERVICE REPRESENTATIVE  
Represent international companies at marketing events, client-facing engagements with thousands of customers

## PROJECTS & INVOLVEMENT

### MARKETING DIRECTOR, RE:ME MOBILE APP

UNIVERSITY OF WATERLOO WINTER 2013  
Velocity Demo Day 2012 Top Ten, Pitch finalist

### ENGINEERING SOCIETY

UNIVERSITY OF WATERLOO  
2016 Spirit Director & Frosh Leader

### EVENTS TEAM EXEC, FASHION FOR CHANGE

UNIVERSITY OF WATERLOO FALL 2011  
Kitchener-Waterloo's largest charity fashion show, donating \$12,000 to Free The Children

### 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



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