

# JOHN KWAN

## PRODUCT DESIGNER

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## WORK EXPERIENCE

### PRODUCT DESIGNER | ABSORB SOFTWARE

Oct 2022 - Present | Calgary, AB (Remote)

- Lead the design on Subscriptions Project & Content Catalog
- Own the design process from concept to launch, including user research, ideation, prototyping, user testing, and implementation
- Work closely with the product management and engineering teams to define and refine product features and roadmap.

### PRODUCT DESIGNER | RAYDIANT

April 2022 - July 2022 | San Francisco, CA (Remote)

- Worked in tandem with engineers, product manager and UX team to design for an enterprise application focused on employee experience
- Responsible for research, ideation, wireframing, user testing and high-fidelity mockups that leveraged an existing design system

### UI/UX DESIGNER | KATORIO SOFTWARE INC. (SUBSIDIARY OF KABAM)

July 2019 - Aug 2021 | Vancouver, BC

- Responsible for user research, visual design, wireframing, prototyping, creating a design system, usability testing, and design quality assurance
- Worked closely with product managers and engineers to help define product requirements, features, user flows and roadmap
- Improved SUS score from 69 (2020-Q4) to 78.9 (2021-Q2)

### UX DESIGNER | CALMVERSATION LEARNING FOUNDATION

Nov 2018 - Dec 2018 | Vancouver, BC

- Redesigned a responsive website that sells online education course packages for grades K-12
- Conducted user surveys and interviews
- Created low & mid-fi wireframes for handoff to UI Designers
- Revamped the information architecture of the website through content audit & card sorting

## EDUCATION

### RED ACADEMY

2018 - 2019

Diploma in UI & UX Design

### SIMON FRASER UNIVERSITY

2008 - 2013

Bachelors of Business  
Administration - Marketing &  
Entrepreneurship

## SKILLS

### DESIGN TOOLS

- Figma
- Adobe XD
- Sketch
- InVision
- ProtoPie
- Zeplin

### METHODS

- Wireframing
- Rapid prototyping
- Visual Design
- User Research
- Usability Testing
- Responsive Design
- Thematic Analysis
- Heuristic Evaluation