

Anthony Chow

USER EXPERIENCE DESIGNER

PROFILE

I am a UX designer focused on creating digital experiences that are simple & enjoyable for users. With experience in both B2B and B2C organizations, I can leverage this to empathize with the needs of stakeholders, which contributes to the success of a UX Design team.

EXPERIENCE

Product Specialist @ Discover Holidays

APR 2016 - FEB 2021 | VANCOUVER, BC

- Worked closely with Product Managers to define business needs, develop effective relationships with suppliers, contract and negotiate sale products.
- Collaborated with cross-functional departments to design & improve the product tariff's readability & interactiveness.
- Researched, analyzed & assessed sale products to determine where improvements and/or new product are needed.
- Trained & onboarded new hires on department functions & processes.
- Previously Product Coordinator (SEP 2016 - FEB 2019) and Sales Support (APR 2016 - SEP 2016)

Guest Services Agent @ Georgian Court Hotel

MAY 2012 - JUL 2014 | VANCOUVER, BC

- Provided superior guest service experiences for guests by empathizing with their needs & requests.
- Investigated and addressed guest inquiries and concerns in a professional manner.

EDUCATION

Diploma in User Experience Design | BrainStation

FEB 2021 - MAY 2021 | VANCOUVER, BC

Bachelors Degree in Tourism Management | Capilano University

SEP 2014 - APR 2016 | NORTH VANCOUVER, BC

Diploma in Hospitality Management | Vancouver Community College

SEP 2011 - APR 2013 | VANCOUVER, BC

CONTACT

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SKILLS

Design Thinking Process

User Research

Personas

Experience Maps

Interaction Design

Sketching & Wireframing

Heuristic Evaluation

Rapid Prototyping

HTML & CSS (Basic Knowledge)

TOOLS

Figma

Sketch

Adobe XD

InVision

Adobe InDesign

MS Office

Slack

Monday.com

PROJECTS

MVP (Case Study)

Role: Lead UX/UI Designer

REConnect (Design Sprint)

Role: UX Designer

Mastercard Choice (Hackathon)

Role: UX Designer