

Sing Chan

I develop useful, intuitive, and engaging applications that better people's lives.

 [linkedin.com/in/sing-chan](https://www.linkedin.com/in/sing-chan)

 github.com/butanoie

 sing@singchan.com

 +1-604-773-2843

Work Experience

Collabware Systems

| | |
|---------------------------|-----------------------|
| VP, Product | May 2020 - Present |
| Product Manager | March 2018 - May 2020 |
| User Experience Architect | August 2011 - Present |

My responsibilities as VP of Product were to drive product execution for Collabware's enterprise collaboration solutions. I led cross-functional UX and QA teams and integrated with cloud operations and engineering to deliver customer-centric features while optimizing operational efficiency.

Key Contributions:

- Requirements gathering with customers and stakeholders, translate business needs into actionable product features and roadmap priorities
- Collaborate with engineering teams on product backlog definition and sprint planning
- Manage quality assurance team to develop comprehensive test cases and automation frameworks to maintain product quality standards
- Partner with cloud operations to monitor system health and ensure platform reliability
- Led cost optimization initiative through systematic cloud infrastructure audits, identifying significant opportunities for expense reduction
- Responsible for the interaction design, user experience, and front-end development frameworks for Collabware's software offerings
- Mentor UX developers, fostering design excellence and cross-functional collaboration
- Design and deliver product knowledge onboarding program for new Collabware team members

Core Competencies

JavaScript  TypeScript  React.js  Fluent UI 
.NET  C#  HTML  CSS  MS SQL Server 
CosmosDB  SharePoint 

Everyday Tools

Claude Code  Azure DevOps 
Application Insights  Rancher  Graphana 
Visual Studio  Visual Studio Code  Kubernetes 
Photoshop  Paper  Pencils  Dry-Erase Markers 

Once in a While

Illustrator  Premiere Pro  Perl  Req-n-roll 

Clients

ADT Security Canada  Bank of Canada  BC Hydro 
BC Liquor Distribution Branch  Boston Pizza 
Cameco  Canadian Pacific Railways  CGA Canada 
City of Calgary  City of Issaquah 
City of Sammamish  Cobb EMC  Devon Energy 
District of Squamish  Enbridge 
Federal Mediation and Conciliation Service 
Federal Retirement Thrift Investment Board 
Fortis Energy  Granville Island  Goldcorp 
Haventree Bank  Ktunaxa Nation Council 
Law Society of Ontario  Ledcor  Microsoft 
Miramax Films  Mission Hill Winery  Money Mart 
Okanagan Spring Brewery  PMC-Siera 
Quadrant Homes  Saskatchewan ITO 
Servus Credit Union  Starbucks Coffee 
Sulfur Springs Valley Electric Cooperative 
Teck Resources  Tsleil-Waututh Nation 
US Department of Energy 
US Department of Homeland Security 
Valeant Pharmaceuticals  Vancity Credit Union 
WorkplaceNL 

Habanero Consulting Group

User Experience Developer

May 2006 - July 2011

Hired as the first User Experience Developer in the organization to bridge the communication and process issues between design and development teams. Evangelized the value of the UX Developer role within Habanero and introduced front-end development process and patterns to remove pain points in the project lifecycle. On-boarded and mentored new UX Developers when they joined Habanero.

Helped grow the number of front-end developers at Habanero to eight and also took on group management and resourcing responsibilities.

Daniel Choi Design Associates

Lead Developer (Contract)

2005 - 2006

Contracted to manage and lead development of interactive projects, from the database layer all the way up to the front-end, including security, testing, deployment and documentation.

Local Lola Design Team (LLDT)

Flash and User Experience Developer
(Contract)

2003 - 2006

Contracted to develop Flash applications, client-side scripting and XHTML/CSS markup for LLDT projects. Consulted on interface design and provided programming assistance with development of CustomBlox, LLDT's ASP.Net CMS solution.

Grey Advertising Vancouver

Interactive Producer/Developer

July 1999 - May 2006

Developed grASP, a modular and extensible in-house CMS used on Grey projects from 2001 to 2006. Also developed and maintained Grey's external and internal web sites and applications. Took on role of Interactive Producer, with additional project management duties such as managing resources and project schedules, interacting and coordinating with outside developers, vendors and clients.

Conference Speaker

I have presented sessions at the following conferences:

- ARMA Canada Information Conference, 2021 (Virtual)
- ARMA Houston Spring Conference, 2021 (Virtual)
- SharePoint Saturday, 2009 (Vancouver, BC)
- DevTeach, 2009 (Vancouver, BC)
- TechDays, 2009 (Vancouver, BC)
- EnergizeIT, 2007 (Toronto, ON)