

carriechan

INTERACTION DESIGNER
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education

Master of Design | May 2008
Carnegie Mellon University, Pittsburgh, PA
Interaction Design and Service Design

Honors Bachelor of Science | May 2006
University of Toronto, Toronto, Canada
Specialist in Artificial Intelligence, Major in Computer Science, Minor in Linguistics

experience

Senior interaction designer | September 2008 – Present
Nokia Design – Service & UI, San Francisco, CA

Lead interaction designer | Summer 2008
University of Pittsburgh Medical Center, Pittsburgh, PA

Lead interaction designer on a five person multidisciplinary team designing an at-home health care business. Gave direction and design insights into user research, concept development, and final business pitch.

Service design researcher | Summer 2007
IBM T.J. Watson Research Center, Hawthorne, NY

Developed new ways for visualizing service engagements and satisfaction from the customer perspective. Educated and advocated design in the corporate setting.

Service design guest lecturer | 2007-08

Gave guest lectures on service design and service blueprinting, both in the academic (as part of CMU's Service Design course), and corporate (during my time at IBM) settings.

selected projects

Parent Experience at Pittsburgh Children's Hospital | Masters Thesis project, 2007–08
Researched and evaluated the current state of parents' experiences at Pittsburgh Children's Hospital. Interested specifically in the relationship between emotion and information flow during a typical hospital journey. Developed a holistic solution that enhanced each touchpoint of the parents' journey to improve overall experience.

Motorola Mobile Media Life | Spring 2007
Team strategist in developing a mobile solution in collaboration with Motorola by fusing community and multimedia that help people become skilled at enjoying, producing, and interacting with rich media in their environment.

Microsoft Design Challenge: Health and Wellness | Spring 2007
Team lead in developing a service that empowers short term hospital patients during their stay. Explored issues of communication, activities, relationships, trust & privacy between patients and practitioners to find an opportunity for a design.

enLight digital music player for elders | Fall 2006
Team lead in designing, developing and prototyping a digital music player for the active elder population. Explored issues of emotional connection between people and music, as well as how music can make people feel better about the social roles they enact.

publications

Chan, C., Bruce Hanington and Shelley Evenson. "From Stravinsky to Starbucks: Learning from Classical Music to Create Better Service Experiences". Design & Emotion 2008 Conference Proceedings, Sustaining Dare to Desire, 6-9 Oct 2008, School of Design and Design & Emotion Society. [I also gave a presentation of this paper at the Design & Emotion 2008 conference in Hong Kong]

Spraragen, S. and Carrie Chan. "Service Blueprinting: When Customer Satisfaction Numbers Aren't Enough". DMI Education Conference 2008.

methods

user research, competitive analysis, brainstorming, persona development, contextual inquiry, interviewing, creating new research activities, concept development, scenario development, prototyping, concept validation, video production, info viz

tools

actionscript, after effects, css, dreamweaver, flash, HTML, illustrator, indesign, java, photoshop, microsoft office, mac/windows