

Tina Chan

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HCI & UX Researcher

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Montreal, QB, Canada

Work Experience

Ubisoft Montreal

Sep. 2020 – Present

UX Researcher, Analyst on Rainbow 6 Siege

Performed user testing on upcoming content of a live, Triple-A FPS eSports game, to improve balancing, accessibility, onboarding experiences, and monetization using interviews, surveys, diary studies, and workshops with professional eSports players. RITE was commonly used to accommodate 3-month sprints and releases.

The Games Institute

Nov 2019 – Sep. 2020

UX Researcher, Art Lead

Contributed graphic design and consultation for an educational climate change game meant for an interactive public display and mobile app for classrooms. Ran user-tests and expert heuristic reviews to recommend features.

PASS inc.

Jun 2016 – Present

Founder

Founded a profitable venture developing mental health resources for schools and workplaces. Products were developed with user and buyer interviews, expert review, environmental scans, and validated with case studies.

Wilfrid Laurier

University

Jun. 2017 – Oct. 2019

Research Project Lead

Designed study to assess patients' perceived risks of providing information over mobile devices using geolocation. Created GPS-triggered surveys suitable for different healthcare contexts including multi-floor buildings.

University of Waterloo

Sep. – Dec. 2016

Public Health Research Assistant

Recruited and supervised participants from the public to complete electronic surveys to understand their purchasing decisions of sugar-based beverages. Photographed and edited food packaging for studies.

Jan. – Sep. 2015

Developed a gamified education app (5in5pharmacy.ca) for pharmacists from wireframe to MVP for feasibility testing, reducing development costs by 30%. User-tested content and user flow with community pharmacists.

Sunnybrook Hospital

Sep. – Dec. 2013

Neurology Research Assistant

Assessed value of a Virtual Community of Practice for stroke staff and created onboarding documentation. Designed communications (videos, website) for St. Michael's Hospital, appropriate for staff and patients.

eHealth Ontario

Jan. – Apr. 2013

Clinical Project Coordinator

Created job aids for Community Health Centres to facilitate implementation of tools used to viewing patients' drug histories and imaging records, and secure messaging. Collected market penetration data to assess their adoption.

Skills

Can teach
Experienced with
Knowledge of

Research

Usability Tests, RITE
Diary Studies, surveys
Applied statistics

Interactions

Wireframing, Personas
HTML/CSS, Unity (C#)
REST, Python

Graphic

Photoshop, Canva
InDesign, Illustrator
XD, Sony Vegas

Business

MS Office, Wave, Hubspot
Grant writing, Public speaking
e-Commerce

Education

University of Waterloo

2017-2019

Applied Health Sciences

MSc, Public Health & Health Systems, HCI and Health lab, 89% Cumulative GPA

Used research through design and games user research to complete thesis: *Leveraging the Proteus Effect to Motivate Emotional Support in a Serious Game for Mental Health*.

Select Publications:

SmartSurveys: Does context influence whether we'll share healthcare experience data with our smartphone? *ACM ISS' 18. Extended Abstracts*.
Changing Peer Support Attitudes with Avatar-based Gamification. *ACM CHI '18. Extended Abstracts*.

Select Courses:

Human-Computer Interaction,
Persuasive and Serious Games,
Quantitative Methods for Program Evaluation

2011-2016

BSc, Health Studies, Health Informatics, Co-op, 85% Cumulative GPA

Valedictorian Finalist (faculty-wide), Dean's Honor List (all years)

Activities

2017 –2019

Hackathon Judging, HeforShe, Hacking Health Waterloo, Waterloo Women Innovators, Equithon

2018 –2019

Guest Speaking, Seneca College, Fanshawe College, University of Toronto, University of Waterloo

2015 –2019

Graphic Design & Illustration, Imprint Publications, the Games Institute, Global Game Jam