LORI CHAN

PRODUCT DESIGNER

Based in Toronto | www.lori-chan.com | @lorichan | lori.qk.chan@gmail.com | 416-821-4433

PERSONAL STATEMENT

Product Designer with 5+ years in healthcare SaaS and a background in architecture. Specializes in data visualization, AI workflows, and enterprise design systems. Builds with AI: Claude Code, MCP integrations, Antigravity.

EXPERIENCE

Intermediate UX Designer — Feb 2026 - Present

PointClickCare

- **Leading senior living dashboard;** 70+ customer calls, shipped role-based dashboard. DAU +34%, saved 8+ hrs/month on reporting.
- **Restructured Evergreen design system** to 294 tokens with 3-tier variable architecture, making it AI-readable for accurate tooling output.
- Built **9 Claude CLI skills** and **9 MCP** integrations across Figma, Jira, GitHub, and Storybook.
- Conducts design reviews for 4 external dev teams; facilitates cross-functional workshops and design spikes.

UX Designer — 2022 - 2026

PointClickCare

- **Redesigned a 20-year-old EHR resident management system;** 93% faster location lookups, 100% continuous stay history.
- **Designed Move-In Assistant AI workflow** with human-in-the-loop review; 83% usability success. Won AI Trailblazer Award.
- **Built accessible data visualization palettes;** 94% categorical and 88% sequential palette success with 34 colour-blind participants. Designed 5 reusable MFE dashboard components scaled across Figma and Storybook.

UX Designer — May-Dec 2021

Ministry of Labour, Training, and Skills Development

- **Redesigned the SSM Portal**, reducing IT support tickets by 20% which shifted technical teams from reactive support to higher-priority work.

UX/UI Designer — Mar-Aug 2020

Heartcade

- **Directed end-to-end design lifecycle**, including brand strategy and core user flows, scaling user engagement by 300% from beta to launch.

EDUCATION

Master of Information, User Experience Design — 2022

University of Toronto

Bachelor of Architecture — 2016

Carleton University, Senate Medal

AWARDS AND INVOLVEMENT

AI Trailblazer Award — 2025

Move-In Assistant • PointClickCare

First Place Winner — 2025

Holy Flex • Indigitous.to

UX Mentor — 2023-Present

Humber College

Key Kapture: AI music transcription — 2026

Built via Claude Code • www.keykapture.com

SKILLS

Design — Figma, Material Design, WCAG 2.2, Photoshop, Illustrator

AI/Dev — Claude Code, MCP, Figma Make, Bolt, Git, HTML, CSS

3D — Revit, Rhinoceros, 3D Modeling, Vray, AutoCAD