

Christopher Lam

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Skills

Wireframing
Prototyping
UI Copywriting
Usability Testing

HTML
CSS
Basic JavaScript
Principle
Framer
Invision

Sketch
Illustrator
Fireworks
InDesign
Photoshop
Keynote

Experience

Clover Health San Francisco, CA
Designer July 2015 – September 2016

- Hired as the first product designer (After the head of design) as an early employee.
- Worked on many things from the ground up with Clover Health from processes, culture, internal software and tools, the website (and many other features on the website), and all things service design.
- Lead one of the winning teams for Clover's first hack day (recruiting focused) on building and designing a better careers page.
- Wrote and contributed to internal hiring and interview guides. Active with interviewing candidates in design, data science, engineering, and product management. The SF office has grown from roughly 30 to 200 in a year.

TaskRabbit San Francisco, CA
Product Designer May 2014 – March 2015

- Designed features for the new TaskRabbit redesign (July 2014), which included both Client and Tasker experiences.
- Designed and shipped features on Client and Tasker experiences that significantly improved user satisfaction (NPS) and revenue.
- Contributed to universal UI copy standardization, design documentation/screen inventory of mobile web, web, and mobile, and branding/style guidelines.

Mozilla San Francisco, CA
Interaction Designer Nov 2013 – March 2014

- Interaction design for native media apps for Firefox OS; which includes music, FM radio, video, camera, and gallery.
- Concept design for native media apps.

Amazon San Francisco, CA
User Experience Designer April 2012 – Sept 2013

- Interaction and visual design for platform, mobile, and features for Amazon Cloud Player and Music.
- Design consultation with Samsung on design and implementation of Amazon Cloud Player on Samsung Shape Wireless Audio-Multiroom speaker system.
- Designed and shipped a working prototype from a hackday project which made it on to the 2014 product roadmap.
- Partnered with product management to conduct customer research to better understand how customers discover, manage, and play music.
- Created and improved flows for Game Connect to increase game subscriptions and virtual goods purchased for 3rd party developers and Amazon.
- Designed a new strategic feature to allow customers to gift Amazon Prime and add to cart, which is projected to increase product subscription base by over a million new customers.