

Oh hello,

✉ nathanlam@outlook.com
☎ 778.708.1994

🌐 itsnathanlam.com
📷 @nathanlam

My name is **Nathan Lam**. I am a UX designer who aims to address a human need. I practice empathy to derive a purposeful and interesting direction, making an effort to reference the physical world to inspire my design.

Technical Skills

sketch app	flinto
illustrator	axure rp
photoshop	premiere
indesign	cinema 4d
after effects	html & css

Competencies

User Experience

user flow diagrams
sketch/wireframing
prototyping
animation

User Research

empathy
usability testing
personas

Visual Design

graphic design
illustration

Design Experience

UX Design Specialist

SAP Concur

concur.com

sept 2019 - Present

- Direct role shaping the mobile and web B2B travel booking experience for air, hotel, rail, and car

UX Designer

SAP Jam (internship)

sap.com/jam

jan 2018 - aug 2018

- Primarily worked on messages and app specific features for SAP Jam, an enterprise collaboration tool
- Launched designs for web, iOS, Android, and contributed to build a design system to unify products
- Designed for multiple user types (admins, restricted users, general users)

Web UX Designer

City of Surrey (internship)

my.surrey.ca

jan 2017 - aug 2017

- Service design for 'Surrey Request' a web app for residents to submit issues within the city
- Worked directly with IT Architects to create user flows
- Think aloud testing and interviews with city residents
- Worked with Business Analyst on spec sheet (integrations and functionality)

UX Designer

Microsoft Garage (internship)

microsoft.com/garage

jan 2016 - apr 2016

- Primarily worked on TV UX/UI for Xbox and non-visual UX/UI for iOS 'Seeing AI'
- A/B testing internally, think aloud walkthroughs with visual impairment community, and presented interactive prototypes and hi-fidelity mockups to stakeholders
- Launched and patented iOS app 'Seeing AI' which CEO Satya Nadella closed off Microsoft Build 2016 conference, including another appearance in 2017

Hello again,

✉ nathanlam@outlook.com 🌐 itsnathanlam.com
📞 778.708.1994 📷 [@nathanlam](https://www.instagram.com/nathanlam)

More on Nathan

To practice unbiased designs, I fulfill my needs to design for myself through personal projects at home. Meanwhile at work I can stay focused on designing for others.

At home, you can find me creating posters as gifts, embroidering, and making short films on my Instagram.

Long commutes do not trouble me as a moment with 'nothing to do' is rare. I use this time for deep thinking, letting random thoughts drive me places, or use this time to be creative.

Graphic Artist & Designer

Emerson by Jackie Fraser-Swan (freelance)

emersonbyjfs.com
may 2013 - june 2014

- Designed textile patterns and promotional material (invites, totes) that effectively communicate the philosophy of the fashion line used for garments
- Deliverables showcased during the Spring 2013 and Fall 2014 fashion week in NYC hosted by Mercedes-Benz

Achievements

Judge's and People's Choice Awards

Adobe Creative Jam

ux design charrette
sept 2018

3-hour UX design charrette on the theme of 'Diversity & Inclusion' against 8 teams of 2. Awarded Judge's choice and audience of 189 guests voted for People's choice.

Hero Award

Microsoft Garage

internal internship award
apr 2016

During my internship I was voted among my colleagues (24 interns) as someone who was influential and went above and beyond their regular role to help others and made an impact.

New York Designer Inspiration Publications

Women's Wear Daily

print and online publication
sept 2013 & feb 2014

A weekly print and online publication often referred as 'The Fashion Bible' placed my 'Punk Rock Garden Party' textile pattern and 'Break the Mold' art piece in their designer inspirations articles.

Education

Simon Fraser University

Bachelor of Arts in Design

school of interactive arts + technology
sept 2012 - oct 2019