

Charlie Chao

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EXPERIENCE

Senior Product Designer at Clio

October 2023 - present / Vancouver, BC, Canada

Building the Clio Mobile app to empower over 42,000 legal professionals each week to advance their cases and manage their firms from anywhere. It has 4.8/5 ratings from over 8400 reviews in the App Store and Play Store.

Designed and launched mobile AI document summarization and suggested replies, enabling attorneys to contextualize their materials and respond more swiftly on the go. These features provide additional value for the thousands of law firms using Clio Duo, our AI legal assistant add-on.

Designed and shipped Tap to Pay to allow firms to accept payments from clients directly on their phone. More than 600 law firms used it to process over \$12,000 in the first month.

Product Designer at Clio

April 2020 - September 2023 / Vancouver, BC, Canada

Worked on Clio for Clients, a mobile and web app for legal consumers to communicate with their attorneys with peace of mind. Over 900 law firms have used it for thousands of cases during early access.

Led the development of a mobile vision that involved stakeholders from multiple teams, a comprehensive competitive analysis, and extensive user interviews to inform the product roadmap for the next 3 years.

Created resources for and educated internal teams about accessibility in our design and development process. My a11y testing plans have been used to ensure every feature we build for the mobile app is WCAG 2.1 AA compliant.

Product Design Intern at Facebook

May - August 2018 / Seattle, WA, USA

Collaborated with designers, researchers, and content strategists to design a new mechanism for people to share their appreciation of others in Facebook Groups and drive engagement within communities.

PROJECTS

Sometime

September - December 2019

Launched an iOS app on the App Store, where it garnered 4.9/5 ratings with over 9,000 downloads in the first month.

Fix San Francisco

August 2019

Published a Figma plugin used by over 10,600 designers to create iOS mockups with accurate typography.

Intensive Care First Aid

January - June 2017

Designed the brand identity for a new First Aid and CPR training company and built a WordPress site that generated hundreds of sales monthly in the first year.

EDUCATION

Simon Fraser University

September 2011 - June 2019

BSc in Interactive Arts and Technology (UX design)

SKILLS



User experience design

Project scope and metrics definition, user research planning and synthesis, usability testing, data analysis, workshop facilitation



Design, prototyping, and research tools

Figma, Cursor, Claude Code, Figma Make, Miro, Maze, UserTesting, User Interviews



Web and mobile development

HTML, CSS, JavaScript, React Native, Swift, Java