

CARMAN MAK

carmak@gmail.com | 416-917-0606

www.carmanmak.com | [linkedin.com/in/carmanmakmdes](https://www.linkedin.com/in/carmanmakmdes)

Summary

Innovative and adaptable design professional with expertise in **user research, service design, and creative problem-solving**. Passionate about leveraging human-centered design principles to enhance experiences, improve processes, and deliver impactful solutions. Skilled in collaboration, project management, and leading cross-functional teams to implement strategies that align with business goals. Proficient in both digital and physical design, with a strong foundation in ethnographic research, prototyping, and design iteration. Always eager to embrace new challenges and contribute to building customer-centric solutions across diverse industries.

Skills

Design Methods: Ethnography, journey mapping, usability testing, user interviews, personas, service blueprinting

Service Design: Systems thinking, stakeholder engagement, co-design facilitation, experience mapping

Project Management: Cross-functional collaboration, iterative design, process improvement, strategic planning

Tools: Figma, Miro, Adobe Creative Suite, AutoCAD, Sketch, Google Suite, Microsoft Office Suite

Work Experience

Design Researcher (Student Placement), 2019

Healthcare Human Factors @ UHN, Toronto

- Conducted qualitative research to map patient, staff, and visitor experiences, identifying pain points and service gaps.
- Synthesized research findings into actionable recommendations, improving hospital workflows and patient engagement
- Collaborated with multidisciplinary teams to align research insights with organizational goals and enhance service delivery

Co-Design Health Workshop Facilitator, 2018

St. Michael's Hospital, Toronto

- Facilitated co-design workshops with healthcare stakeholders, fostering collaborative ideation and innovation to tackle complex healthcare challenges.
- Developed and tested service prototypes, resulting in improved patient-staff communication and operational efficiency

Product Designer and Developer, 2015-2016

Product Engineering Specialist, 2014

Space Planner, 2013-2014

Tayco, Toronto

- Led end-to-end design and development of office furniture systems solution, incorporating user feedback and market analysis
- Managed cross-functional teams, ensuring alignment with business objectives and user experience
- Conducted usability testing to optimize product functionality and enhance fulfillment of user needs

Selected Projects

Mental Health Journeying through Design, 2022-2023

OCAD University, Toronto

- Led an auto-ethnographic study examine critical junctures in mental health-seeking behaviours
- Applied qualitative analysis to identify patterns and challenge conventional service models
- Developed a new service model proposal informed by research findings

Everyday Sports Combatting Comorbidity, 2020

OCAD University and Sunnybrook Hospital, Toronto

- Conducted qualitative research to uncover patient engagement barriers in physical activity
- Translated clinical guidelines into user-centred digital experiences using social media frameworks
- Designed and prototyped interactive wireframes to enhance patient motivation and adherence

Wayfinding to SickKids Emergency, 2020

OCAD University and SickKids Hospital, Toronto

- Led wayfinding research, identifying accessibility challenges and designing cost-effective navigation solutions
- Applied systems mapping and service blueprinting to develop scalable recommendations
- Worked closely with hospital stakeholders to ensure alignment with patient and staff needs

Unboxing PPE, 2018, PPE in Isolation, 2019

OCAD University and University Health Network, Toronto

- Conducted research on PPE usability to improve healthcare worker efficiency and safety
- Developed process flowcharts and prototypes to optimize donning/doffing procedures
- Led usability testing and iterative design refinements based on feedbacks

Education Experience

OCAD University, 2023

- ▶ Master of Design | Design for Health

Hong Kong Polytechnic University, 2007

- ▶ Higher Diploma | Product Innovation Technologies (Industrial Design)

Central Saint Martins, 2004

- ▶ Certificates | Spatial Design and Product Design

York University, 2003

- ▶ Bachelor of Fine Arts | Visual Arts

*Full resume can be viewed on [LinkedIn](#) or PDF upon request