

OLIVER (OLLIE) TAN

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PROFESSIONAL SUMMARY

Highly accomplished and results-driven leader with over two decades of exceptional experience in leadership, product/project management, and team empowerment. Recognized as a skilled "People Manager," I have a proven track record of consistently delivering innovative solutions and effectively supporting production and design requests. I am known for leading by example and inspiring teams to achieve outstanding results. With a passion for driving success through expert team building, project management, and strategic planning, I have demonstrated proficiency in fostering effective communication and collaboration within cross-functional teams, resulting in numerous successful product launches and enhanced business outcomes throughout my career. Furthermore, my extensive expertise in front-end development and accessibility ensures optimal user experiences and inclusivity across all products.

SKILLS

- Leadership/Management
- Optimizely
- Confluence
- HTML/CSS/JavaScript/React.js
- A11y Tools (VoiceOver/NVDA/JAWS)
- Jira
- Website Production
- A11y WCAG/WAI-ARIA
- Digital Content/Prompt Engineering

EXPERIENCE

SENIOR MANAGER FRONT END DEVELOPMENT

August 2016 - June 2023

Gap Inc. - Banana Republic Online

As a dynamic leader and people manager, I have successfully spearheaded a multinational web content development team across diverse regions, driving exceptional results. Collaborating closely with peers, I have developed tailored and integrated strategies that consistently align with the company's objectives. My proactive approach allows me to identify opportunities and coordinate effectively with cross-functional teams, leveraging their strengths to drive significant growth. Moreover, I take pride in cultivating supportive and inspiring environments, attracting, recruiting, hiring, leading exceptional front-end developers, and ensuring a high-performing and motivated team.

- Directed my team, collaborating closely with business partners, to orchestrate BR's online marketing efforts, resulting in a remarkable 24% sales increase in 2022.
- Fostered talent development; 10 out of 14 team members earned promotions within two to three years, showcasing my effective leadership and development strategies.
- Provided management and consultation for the front-end development team of luxury brand INTERMIX from 2019 to 2021, ensuring seamless execution of all project requirements.
- Maximized website performance and accessibility, consistently exceeding user expectations.

ACCESSIBILITY SUPPORTER & ADVISOR

August 2016 - June 2023

Gap Inc.

Collaborate seamlessly with product management, UX design, brand designers, production, and legal departments to integrate accessibility considerations into the development process. Audit and evaluate Gap Inc. products and services while complying with legal accessibility requirements by closely partnering with legal teams. Host office hours to review A11y tickets and address accessibility concerns by actively informing developers of errors and finding solutions to modify front-end code.

- Built and spearheaded Ra11y, an accessibility team dedicated to raising awareness and providing education on accessibility within Gap Inc.

- Championed inclusion and diversity by promoting accessibility and providing employees with the necessary tools and knowledge to create accessible experiences.
- Delivered informative A11y Workshop to the company's digital interns and GapTech Rotational Program in 2022 to empower employees with accessibility principles and guidelines.

SENIOR MANAGER WEB CONTENT DEVELOPMENT

July 2012 - August 2016

Gap Inc. - Gap, Banana Republic, & Old Navy Online

Oversaw web content development team for Gap, Old Navy, and Banana Republic North America Online. Encouraged growth and innovation and motivated team members to adopt new technologies and industry standards.

- Designed and implemented comprehensive training materials for the team on various topics, including web video compression, accessibility, CSS animation, and Geolocation.
- Elevated Lighthouse A11y test scores by 10-15 points by proactively identifying errors, providing feedback to developers, and finding optimal solutions to modify front-end code.
- Contributed to Gap Inc.'s digital business reaching the four billion revenue mark in 2011-2012.

MANAGER WEB CONTENT DEVELOPMENT

March 2011 - August 2012

Gap Inc. - Gap, Banana Republic, & Old Navy Online

EDUCATION

Certified Scrummaster (CSM) - SCRUM

March 2019

SCRUM ALLIANCE, San Francisco, California

Bachelor of Arts (B.A.) - Art Studio & Asian American Studies

June 1997

UC Santa Barbara

VOLUNTEER

President/Board Member

April 2011 - February 2021

6 Seville Way Condominiums - Homeowners Association | San Mateo, CA

- Efficiently managed and facilitated all board/general meetings, ensuring seamless scheduling and execution.
- Skillfully executed contracts, processed orders, and handled vital documents on behalf of the association, contributing to smooth administrative operations.
- Prioritized completing all HOA board duties with precision and dedication, guided by the community's best interests.

Den Leader - Pack 12 (Pacific Skyline Council)

September 2018 - June 2019

Boy Scouts of America | San Mateo, California

- Spearheaded constructing and establishing the first all-girl den in Pack 12, playing a vital role in creating an inclusive and empowering environment.
- Designed and executed engaging and educational den meetings and activities for 1st through 3rd-grade girls, fostering personal and academic growth.
- Skillfully coordinated the den's participation in pack-wide events, ensuring seamless integration and contributing to the den's successful advancement. Demonstrated unwavering passion for empowering young children, equipping them with valuable life skills and experiences.