

# Christopher Lam

Product engineer and designer.

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Remote-first from Honolulu, with Bay Area and Seattle availability

## SUMMARY

Product engineer and designer with 14 years shipping healthcare, marketplaces, game dev tools, and consumer software, usually as the first or second designer and building the implementation myself. Early at Clover Health and GoodRx, both of which later IPO'd; a rescue hire at Sharecare during its acquisition, which then went public; and part of the 2014 TaskRabbit rebrand before IKEA acquired it. Currently co-founding y30, a voice AI platform for older adults. I own the full arc: research, specs, design systems, and production code. Looking for senior IC roles in AI, voice, and product engineering, full-time.

## NOTABLE COMPANY OUTCOMES

Clover Health later IPO'd (NYSE: CLOV, 2020) · GoodRx later IPO'd (NASDAQ: GDRX, 2020) · Sharecare went public after the doc.ai acquisition (NASDAQ: SHCR, 2021)

## CORE COMPETENCIES & SKILLS

**Product & Design:** 0 to 1 Product Strategy · UX/UI Design · Design Systems · Prototyping (Figma) · User Research · Elder-care UX · Accessibility · Information Architecture  
**Engineering:** React · TypeScript · Python · Next.js · HTML/CSS · LiveKit Agents · FSM/LLM Agent Orchestration · Supabase · Firebase · Cloudflare Workers · Docker · CI/CD

## PROFESSIONAL EXPERIENCE

### Co-Founder & CPTO · y30

Honolulu, HI (Remote) · 2026–Present

Voice AI platform for older adults and their care teams. Built on LiveKit Agents, Python, and React.

- Built an FSM safety engine where crisis paths are deterministic code, not prompt instructions. It is a hard state the model cannot override, designed for healthcare where an LLM cannot improvise on high-risk turns.
- Architected longitudinal memory so sessions accumulate into caregiver intelligence. One call is a transcript; thirty calls is a cognitive baseline a clinician can act on.
- Designed elder-first voice UX with no app, no screen, no login, just a phone call. Every friction point removed for a 75+ user who may not own a smartphone.
- Built a multi-provider voice pipeline with deep fallback, 4-deep for STT and 5-deep for TTS.

### Co-Founder & CEO · PlaySesh

Honolulu, HI · 2024–2026

Collaborative game development tools for indie developers, built inside Discord.

- Shipped 0 to 1 alone in Vanilla JS, Express, and Supabase before recruiting co-founders. 1,790 commits, 291 passing tests, zero ad spend.
- Grew to 5,120 users across 121 servers, 1,302 MAU, and 50-minute average sessions entirely through organic product-led growth.
- Pivoted from social gaming to game dev tooling based on user behavior signal. Sessions told us what people actually wanted before a spec was written.

### Contract Software Engineer · CureWise

Remote · 2025–2026

Oncology AI platform. Shipped multi-agent features in Next.js and TypeScript on a Firebase/Fasten Health stack.

### Entrepreneur in Residence · Blue Startups

Honolulu, HI · 2024

Conducted design and product audits for 10 early-stage startups in cohort 16. Advised on product strategy, MVP scope, and design-to-engineering handoffs.

### **Software Engineer · Modus Create**

San Francisco, CA · 2023–2024

Shipped dark mode for JIRA and Confluence Cloud (500K+ enterprise users). Owned design, engineering implementation, and internal dev documentation. Contributed to CI/CD pipeline with Docker Compose.

### **Founding Product Designer · StartPlaying**

San Francisco, CA · 2022–2023 · YC W20 / a16z · Seed-stage TTRPG marketplace, ~5 person team

Redesigned payment experience with Stripe; 100% on-time payouts. Shipped game master onboarding flow reducing booking friction.

### **Lead Product Designer · Sharecare**

San Francisco, CA · 2021 · Rescue hire during acquisition; Sharecare later went public (NASDAQ: SHCR, 2021)

Redesigned legacy clinical studies product through user testing and competitive research. Re-engaged product-market fit after a period of stagnation.

### **Lead Product Designer · Pathstream**

San Francisco, CA · 2019–2020 · Career development and LMS platform

First design hire. Shipped accessibility improvements, engagement features, and course organization tools. Built design system foundations.

### **Lead Product Designer · GoodRx / Iodine**

San Francisco, CA · 2017–2018 · First full-time designer; GoodRx later IPO'd (NASDAQ: GDRX) · Iodine acquired by GoodRx (2017)

- Redesigned coupon redemption flow via Google Analytics and A/B testing. Conversion rate 2% to 5%.
- Contributed to GoodRx Research data visualizations referenced in the New York Times and on Good Morning America / ABC News.
- Won a Webby Award (2018) for GoodRx Research data work.
- Published 50-state health fact sheets contributing to S.2554 / S.2553 prescription drug price transparency legislation.

### **Lead Product Designer · Clover Health**

San Francisco, CA · 2015–2016 · 2nd designer; Clover Health later IPO'd (NYSE: CLOV)

- Redesigned NP home-visit iPad web app end to end through contextual shadowing. ~7 to 8x lift in visit-related revenue; saved ~2 hours per nurse per day.
- Delivered first branded version of the Clover Health website with external agency and internal teams.
- Led cross-functional alignment across design, engineering, product, data science, and medical.

### **Product Designer · TaskRabbit**

San Francisco, CA · 2014–2015 · Worked on the 2014 rebrand; TaskRabbit was later acquired by IKEA (2017)

- Owned the Tasker experience and helped across the 2014 rebrand with the PMs.
- Tasker NPS recovered from about -5 in mid-2014 to the mid-50s; Client NPS recovered to the high-40s.

### **User Experience Designer · Amazon**

San Francisco, CA · 2012–2013

- Prototyped the buy-and-gift Prime flow that contributed to 1M+ new subscribers.
- Partnered with Samsung to design Amazon Prime Music app on Samsung Shape wireless speaker.
- Refined Amazon Game Connect workflows for third-party game publishers.

## **EDUCATION**

**University of Washington, Seattle**

MS, Human Centered Design & Engineering · 2012  
BS, Informatics, Human-Computer Interaction · 2010