



Matthew Goh

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PROFESSIONAL SUMMARY

To seek and maintain full-time position that offers professional challenges utilizing interpersonal skills, excellent time management and problem-solving skills.

ACCOMPLISHMENTS

- Recipient of Best Health & Well-Being Hack by HackWise, December 2020
- Recipient of Best Healthcare by Splash Awards, October 2021

SKILLS

User Research
Strategic Thinking
Influencing Others

Problem-solving skills
Risk Management
Team Player

WORK HISTORY

USER EXPERIENCE DESIGNER

11/2021 to 02/2022

NTUC LearningHub | Singapore

- Improved user experience by conducting comprehensive usability tests and incorporating feedback into design iterations.
- Enhanced product functionality for increased customer satisfaction by collaborating with cross-functional teams to understand user needs.
- Developed wireframes, mock-ups, and prototypes to effectively communicate design ideas to stakeholders and developers.
- Conducted user research through interviews, surveys, and analytics data analysis to identify areas of improvement in the digital experience.

SERVICE CREW MEMBER

09/2020 to 03/2022

Udders | Singapore

- Enhanced customer satisfaction by providing efficient and friendly service.
- Maintained a clean and organized work environment for improved customer experiences.
- Assisted in training new crew members, ensuring they were well-equipped to provide quality service.
- Collaborated with team members to meet high standards of service during peak hours.

EDUCATION

Diploma | Information Technology

03/2022

Nanyang Polytechnic, Singapore

- Completed Coursework: Cybersecurity Project, 2022: Simulated a Shellshock attack on Linux, came up with an automated patching

CERTIFICATIONS

system integrated with group members through a security server.

- Introduction to Programming using Python: October 2020
- Search Engine Optimization Course: November 2021