

Chloe NG

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PROJECT

User Researcher

London

Academic project @ University College Hospital UCLH

Jan-May 2019

- Carried out think-aloud session, semi-structured interview, and observed workflow of patient info retrieval in the existing electronic health record with junior doctor at the Intensive Care Unit
- Derived design requirements & created low/high fidelity health informatics dashboard mockups
- Presented findings and report to 9 stakeholder representatives for direct design improvements

User Researcher

London

Academic project in Assistive Wearable Technology

Jan-May 2019

- Paper title: *User Perspectives on Robotics for Post-stroke Hand Rehabilitation*
- Designed mixed-method study for a robotic/EMG rehabilitative wearable for stroke patients
- Recruited, interviewed and surveyed patients, caregivers & biomedical engineering researchers
- Analyzed audio data thematically & descriptive stats from validated questionnaires
- Accepted in **ACM SIGACCESS Conference on Computers and Accessibility SRC**

Researcher

London

Thesis on Cross-device Interaction @ UCLIC and Microsoft Research

Jun-Sept 2019

- Paper title: *Eliciting User-defined Mid-air and Touch Gestures for Co-located Multiplayer Games*
- Conducted gesture elicitation lab study with 24 participants, generating >600 gestural codings
- Transcribed and thematically analyzed 12 hour-long video recordings of think-aloud protocol using NVivo, extracting interaction patterns and forming design implications

EXPERIENCE

User Research & Product Manager Assistant

San Jose, CA; Remote

Cisco Systems, Inc

Aug 2016 - Jun 17; Sept 17 - Jun 18

- Designed surveys, interviewed users with UX engineers for a data ingestion, analysis & visualization enterprise software under **CIIP**
- Led talks and user education workshops for >30 potential enterprise clients in San Francisco & Berlin, received audience feedback score of 4.5/5
- Created Side by Side tables of 8 log analysis products in competitor analysis
- Increased Twitter impression by 6x in 2 months, designed physical marketing materials

Analyst

Hong Kong

BlackRock, Inc

Jul-Aug 2017

- Analyzed & pitched on Multi-Asset Fund & Technology Fund with their major competitors to an internal team of 8
- Evaluated current investor education practice, user pain points & derived a 1-year marketing execution plan for Head of Retail Business
- Visualized fund data using MorningStar and Bloomberg for Greater China institutional team

Tech Consulting Intern

Hong Kong

IBM, Inc

Jun-Sept 2015

- Created weekly client reports for internal & external project manager at a top airline in HK
- Wrote >1k user acceptance tests, automated w Selenium for the new flight booking UI
- Hosted intern networking sessions for directors, consultants & interns, >80% participants claimed the session built team spirit

EDUCATION

MSc Human-Computer Interaction

Current: Distinction

University College London (UCL)

2018 - 19

- Courses: Interaction science, digital health, assistive tech, data vis, physical computing

BBA Management Information System, Statistics Minor

Major 3.476/4; Minor 3.656/4

The Chinese University of Hong Kong (CUHK)

2013 - 18

- Courses: Applied non-parametric statistics, web analytics, market research, business information system, applied econometrics

SKILLS

Generative Research

Interview, focus group, field research, cog walks, observation, affinity diag, persona, journey map

Evaluative Research

Usability testing, survey design, lab studies, heuristic evaluation

Data processing/ visualization

Python, R, SQL, Tableau, Graphviz

Design

Wireframe, storyboarding, Sketch (mock ups), CSS, HTML, Git

OTHER

- **Sole author** at **ASSETS'19 SRC**, with a Microsoft Research Travel Grant.

- Invited as a **speaker** at an **IxDA London meetup**. Shared my research projects in digital health, assistive tech, and prototyping with industry designers and researchers.

- Work as a **Tech Officer** at the UCL Medtech Society where I was a mentor and organizer at the **PulseHackathon UCL/MIT**.

- Work as an **Education Officer** at the **London Blockchain Lab**, Hosted talks and study group for members in blockchain education.

- **Volunteer** for UX events around town such as the **UX London and Behavior and Design Conference** this year.

- Received a government **scholarship** of £26000 for my master's degree