

## WORK

### User Research Assistant | Cisco, San Jose, CA Aug 2016 - Jun 17

- Led two presentation & co-organized user education workshops with two software engineers for >30 prospective enterprise clients in San Francisco & Berlin. My presentation **obtained** audience feedback score of 4.5/5
- Designed surveys, interviewed users with UX engineers for a data ingestion, analysis & visualization enterprise software, **featured** in official CIIP page
- 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 | BlackRock, Hong Kong Jul - Aug 2017

- Visualized data using MorningStar & pitched funds to an internal team of 8
- Evaluated investor education practice & **uncovered** user pain points, thus deriving a 1-year marketing execution **presented** to Head of Retail Business

### Tech Consulting Intern | IBM, Hong Kong Jun - Sept 2015

- Worked in a consulting project for an airline company on flight booking UI
- Created 12 weekly client reports for internal & external project managers
- Responsible for >1k user acceptance tests & their **automation** w Selenium
- Co-hosted intern networking sessions for directors, consultants & interns, >80% participants claimed the session **built** team spirit

## PROJECTS

### Independent Researcher | Assistive Technology at UCLIC Jan-Apr 2019

- Designed a mixed-method study on the user perspectives of a EMG-robotic wearable for post-stroke hand rehabilitation
- Recruited, interviewed & surveyed within 1 month a total of 6 patients, caregivers & domain experts via community outreach
- Analyzed & reported qual & quant data from interviews & questionnaires
- Paper **selected** to compete with 4 PhD students in ACM Student Research Competition with a Microsoft Research Travel Grant of \$500, and will be published by ACM SIGACCESS Conference on Computers and Accessibility

### User Researcher | UCLH Health Informatics Team Jan-Apr 2019

- Interviewed junior doctor & **observed** patient info retrieval workflow in the existing Electronic Health Record system to **locate** pain points & inefficiency
- Derived design requirements for a digital patient data dashboard with 5 other researchers & **created** low/medium fidelity dashboard mockups
- Presented results to 9 stakeholder representatives from UCLH, incl. doctors, UX designer, engineers, critical care consultants to inform dashboard design

### Thesis Project | UCLIC & Microsoft Research Cambridge Jun-Sept 2019

- Designed an elicitation study on hand gestures for colocated mobile games
- Coded >600 gestures from 24 participants. **Fabricated** artifacts to encourage participants' creativity during the elicitation
- Transcribed & analyzed video recordings of think-aloud & exit interviews, extracting 6 interaction patterns & **formulating** 5 guidelines for mobile gestural input design. Report quality **exceeded** supervisor's expectation

## EDUCATION

### MSc Human-Computer Interaction University College London (UCL) 2018 - 19 Distinction

### BBA Management Information System, Statistics Minor

Chinese University of Hong Kong  
2013 - 18 2:1

## 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, CSS, HTML, Git

## OTHER

- Worked as a **Tech Officer** at UCL **Medtech Society**, co-hosted 7 conferences & panels with industry leaders in health tech, with >1200 attendees in total.
- **Spoke** at an IxDA London meetup about my research projects to 32 industry designers and researchers.
- Worked as an **Education Officer** at the **London Blockchain Lab**, co-led an educational talk and study group for >50 members.
- Selected for a £26000 government **scholarship** with 10.5% acceptance rate (789 candidates).
- **Volunteer** at local UX events e.g. Behavior and Design Conference & UX London with >2000 attendees.

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MedTech events I hosted:

1. AI in Medicine Conference 2018 (7 talks) 324ppl
2. MedTechX 43ppl
3. Ali Parsa 227 ppl
4. pulsehack 489ppl
5. women in health tech panel 43ppl
6. AI and Ophthalmology Pearse Jeane Deepmind 73ppl
7. UCL medtech for global health 187ppl

9:30 AM - 10:00 AM

Registration

10:00 AM - 10:30 AM

A Digital NHS - Daniel Ray (Director of Data Science at NHS Digital)

10:35 AM - 11:05 AM

The Future of AI in Mental Health - Valentin Tablan (CTO of Ieso)

11:10 AM - 12:10 PM

Will AI Replace Doctors? Panel - Regional Lead (Digital Health), London Futurists, Oxford Professor & chair: Ari Peralta

12:10 PM - 1:30 PM

Lunch Break: South Cloisters

1:30 PM - 2:10 PM

Data Science Meets Knowledge Engineering - John Fox (Oxford Professor)

2:10 PM - 2:55 PM

Introduction to AI in Primary Healthcare - Dr. Samir Gohil (Clinical AI at Babylon)

2:55 PM - 3:05 PM

Break

3:10 PM - 3:50 PM

The Human Problem of AI - Hugo Pinto

## Recommenders:

Dr Nicolai Marquardt  
n.marquardt@ucl.ac.uk

MSc in Human-Computer Interaction, specializing in mixed-method research and qualitative data analysis, with practical experience in user research design & execution, product evangelism. Proficiency in data visualization, digital and physical prototyping tools for proof of concept & usability testing. Passionate about the technologies in the healthcare domain.

## OTHER

**Microsoft Research Travel Grant (\$500)**  
Awardee 2019

**SIG ACCESS Conf. SRC**  
Sole Author 2019

**IxDA London Meetup**  
Speaker 2019

**Behavior and Design Conference**  
Volunteer 2019

**UX London**  
Volunteer 2019

**PulseHackathon UCL/MIT**  
Mentor 2019

**UCL Medtech Society**  
Technology Officer 2018-19

**London Blockchain Lab**  
Education Officer 2018-19

**Hong Kong Scholarship for Excellence Scheme (£26000)**  
Awardee 2018-19

Associate Professor, UCL Interaction Centre

Dr Duncan Brumby

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Reader, Program director, UCL Interaction Centre

Dr Debojyoti Dutta

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Distinguished Engineer, Cisco Systems