Chloe Ng

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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.