

WORK

User Researcher | Cisco, San Jose, CA & Remote Aug 2016 - Aug 18

- Worked at Cisco HQ in the 1st year in CIIP, then continued as contractor
- 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/other tools

Wireframe, storyboarding, Sketch, CSS, HTML, Git,

OTHER

- **Spoke** at an IxDA London meetup about my research projects to 32 industry designers and researchers.
- 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.
- 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.