

# Chloe NG

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## EDUCATION

### University College London

MSc Human-Computer Interaction  
(2018 - 19) Full Tuition Scholarship

### Chinese University of Hong Kong

BBA Management Info System  
Minor Statistics (2013 - 18)

### Darla Moore School of Business, University of South Carolina

One-year exchange (2015 - 16)

## SKILLS

### Programming

Python, R, SQL, HTML, CSS

### Software

Nvivo, Sketch, SPSS, Tableau,  
Morningstar, ProCreate, InkScape

### UX/Research Methods

Survey | Interview | Thematic analysis |  
Autoethnography | Card sorting |  
Contextual Inquiry | Task analysis |  
Shadowing | Affinity diagram |  
Personas | Pen & Paper | Prototyping

## COURSES

### Interaction Science

Research design for automobile VUI

### Interaction Design

Designed to connect museum visitors

### Human Factors for Digital Health

User research at UCLH for interactive  
dashboard display, autoethnography  
of behavioral change

### Assistive Technology

Usability study for rehabilitative  
robotic device

### Physical computing & Prototyping

### User-centered Data Visualization

### Applied Nonparametric Statistics

## WORK EXPERIENCE

### Cisco Systems

User Researcher & Product Manager Internship

2016 - 18

San Jose, CA

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

### BlackRock

Summer Analyst, Mutual Fund Sales

2017

Hong Kong

- 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

### IBM

User testing Intern, Global Business Services

2015

Hong Kong

- Wrote >1k user acceptance test cases, automated w Selenium
- Created client reports weekly for project manager
- Hosted networking sessions for directors, consultants & interns, > 80% participants claimed the session built team spirit

## PROJECTS

### Design and Evaluation of Cross-Device Interaction Techniques 2019

- Master's thesis with Dr Nicolai Marquardt & Microsoft Research

### London Blockchain Lab • Education Team

2018 - 19

- Lead learning groups to build domain knowledge in members

### UCL Medtech Society • Technology Officer

2018 - 19

- Increase web traffic & participation rate by improving webpage content

### Synths Workshops

2018

- Assembled sound synthesizer with light & manual resistance control

### SCB/IBM Greater China Hackathon • First Runner-up

2017

### Deloitte Case Challenge • Second Runner-up

2014

### HK Budding Scientist Award • Second Class Honor

2010