

# Neo Yu Fang

Aspiring UX Designer

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## EDUCATION

### Singapore University of Technology and Design (SUTD)

May 2016 to Sept 2019

Bachelor of Engineering  
Engineering Systems and Design,  
Honours

### University of Michigan

Dec 2020

UX Research and Design course on Coursera - Basics of user experience, ideation refinement, prototyping and user testing

## SKILLS

### Design

Figma Photoshop

Wireframe Illustrator

### Technical

HTML/CSS Python

Tableau Git

## EXPERIENCE

### GovTech. Cloud Engineer

Mar 2021 to Present

- Designed and built highly interactive operational dashboard using Prometheus and Grafana for logging and monitoring
- Utilised design thinking skills to gather user feedback and requirements for the operational dashboard
- Refined assets and products based on feedback to ensure continued accuracy and functionality

### Accenture, Business and Integration Arch Analyst

Oct 2019 to Feb 2021

#### Role 2, Business Analyst

- Delivered new functionalities for a large scale system by taking End to End Ownership
- Worked closely with clients/ end-users to understand problem statement and requirements
- End to End Ownership involved: Analyzing Business Requirements -> Designing of Solution -> Liaising with the engineering team to deliver technical specification -> Planning and Conducting User Acceptance Test -> Deployment to Production)

#### Role 1, Software Engineer

- Successfully developed and deployed API endpoints and backend services for Video Analytics Project
- Technology used: Python, Postgresql, Docker, AWS in various environments
- Delivered features in iterative sprints with biweekly demo's to stakeholders
- Worked in a cross-functional agile team of designers, project manager, business analysts, and solution architects to design product solutions

### Housing and Development Board, UX Intern

May 2018 to Aug 2018

- Evaluated HDB's Crisis Management Application (CM App) to identify pain-points and presented it to the director
- Consulted stakeholders and App users to understand their needs
- Drove research activities on insightful ideas and cutting-edge technologies that can be applied to the revamped CM App
- Prepared for Focus Group Discussion for CM App users by creating User Acceptance Test (UAT) Checklist and survey questionnaire to test the functionality of the CM App
- Designed visually impactful Excel visualists for management dashboards based on users needs

## PROJECTS

### Gowhereah

Mar 2021 to Present

- Designed a meeting platform to recommend ideal meeting points for 2 or more people based on their input locations and desired activities
- Created mockups and high fidelity prototype of meeting point features
- Collaborated effectively with software developers to bring ideas to life

### GovTech Design Thinking Challenge

Apr 2021 to May 2021

- Conducted meaningful research on users' needs and synthesized findings
- Defined problem statements accurately, ideated, prototyped, tested and iterated ideas to create a hybrid workspace for collaboration and productivity
- Pitched idea to GovTechies and Senior Leaders