

Experience

OCBC Bank Oversea-Chinese Banking Corporation Limited

Apr 25 — Present • Assistant Vice President, UI/UX Designer

Jun 23 — Apr 25 • Manager, UI/UX Designer

- Redesign and streamline internal banking platforms across personal and corporate banking, improving day-to-day operational efficiency for regional teams.
- Lead design of an operations platform that replaces manual Excel and shared-inbox workflows for teams in Singapore and Malaysia; coverage scaled from 2 to 7 transaction types since launch.
- Lead remote, cross-functional design collaboration across Singapore, Malaysia & and China on the redesign of a core banking module used by international ops teams.
- Contribute to an enterprise design system spanning 3 internal platforms.
- Onboard and mentor rotating graduate associates (3 to date), 1 of whom later joined the team permanently.
- Author and maintain design documentation that keeps product lines visually and functionally consistent.

DSTA Defence Science and Technology Agency

Jan 22 — Mar 22 • Senior UX Architect

Mar 20 — Jan 22 • UX Architect

- Owned design of multiple modules in a military operations platform through two major product launches.
- Collaborated within a 20+ person cross-functional team of engineers, product managers and military stakeholders.
- Conducted user interviews, field studies, contextual inquiries and workshops with army personnel to surface key design opportunities
- Led usability testings to drive iteration
- Redesigned workflows that resulted in ~90% reduction in processing time
- Improved usability rating by 13.6% following a UX overhaul

Global Data Innovation Center Dentsu Aegis Network

May 18 — Aug 18 • UI/UX Intern

- Collaborated with product management and engineering to define the design vision for an AI-powered marketing insights application
- Created user flow diagrams, information architecture and wireframes

Miscellaneous

Singapore Fintech Festival 2024 OCBC Pop-up Gift Redemption

Nov 24 • Lead Designer

- Led design of a public-facing gift-redemption web app for OCBC's festival pop-up — facilitating stakeholder sessions to define requirements and flows, with a designer and engineering interns shipping it for live public use

BrainHack 2020 (SpaceCube) DSTA

Jan 21 — Mar 21 • Co-facilitator

- Co-planned and facilitated a virtual training curriculum introducing app design and development fundamentals to pre-tertiary students

Education

Singapore University of Technology & Design

May 16 — Sep 19 • GPA: 4.04/5.00

B.E. (Hons), Magna Cum Laude

Information Systems Technology & Design

Specialisation Track: UI/UX Design

Certifications

LUMA Institute

Feb 24

Human-Centered Design Practitioner

Interaction Design Foundation

Jun 22 — Jun 24

Visual Design, HCI, Mobile UX Design, Agile Methods for UX Design, Complex UI Design: Practical Techniques

Nielsen Norman Group

Mar 21

UX Certificate (#1043402)

Skills

PRODUCT DESIGN

User Research • User Interviews • Field studies • Contextual Inquiries • Surveys • Competitive Analysis • Heuristic Evaluation • Synthesis • Affinity Mapping • Personas • User Journey Mapping • Information Architecture • Sketching • Wireframing • Prototyping • Interaction Design • Design Specifications • Design Validation • Usability Testing • Design Systems

TOOLS

Figma • Adobe XD • Sketch • Adobe Creative Suite • Axure RP9 • Invision • Procreate • Miro • Confluence • Jira • Notion

TECHNICAL

HTML/CSS/JavaScript • Java • Python • Git

LANGUAGES

English • Mandarin Chinese