

Tessa Goh

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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

- Redesigned and streamlined internal banking platforms, elevating operational efficiency of regional teams across personal and corporate banking functions
- Led remote design collaboration with cross-functional stakeholders across Singapore, Malaysia and China
- Supervised and onboarded new and rotating graduate associates, providing mentorship and design guidance
- Drive iterative design improvements based on feedback loops with end users and internal stakeholders
- Authored and maintained structured design documentation to ensure visual and functional consistency across product lines
- Contribute to the development of an enterprise design system

DSTA, Defence Science and Technology Agency

Jan 22 — Mar 22 • Senior UX Architect

Mar 20 — Jan 22 • UX Architect

- Co-led design of a military operations platform through two major product launches
- Collaborated cross-functionally in a project team consisting 20+ engineers, product managers and military stakeholders
- Conducted user interviews, field studies, contextual inquiries and workshops with army personnel to identify 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 UX overhaul efforts

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

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 — Feb 24

Visual Design, HCI, Mobile UX Design, Agile Methods for UX Design

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