Nelton Tan

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Singaporean

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About Me

I'm a system engineer who is passionate about improving user experience for end users. With a background in both design and engineering, I have developed a keen eye for detail and a deep understanding of the technical constraints of digital products. I excel in collaborating with cross-functional teams and embrace challenges to solve complex problems.

Work Experience

Lee Kong Chian School of Medicine - Learning Tech Designer
Sep 2023 - Current
- Deliver comprehensive technical support and training to enhance user proficiency in navigating learning systems for all end users.
- Collaborate effectively with external vendor to troubleshoot incidents, perform root-cause analysis, and implement resolutions.
- Proactively identify opportunities for process improvement, enhancing the efficiency of learning-related workflows.
- Utilising expertise in UI/UX, consistently proposing design enhancements to ensure the system is intuitive and user-friendly for seamless administrative day-to-day operations.

Fresh Cars Pte. Ltd - UX / UI Internship
May 2023 - Aug 2023
- Redesign website to increase awareness and generate site traffic.
- Established typography, colour scheme, and design system.
- Perform ad hoc interior design tasks for customer room.

Singapore Post Pte Ltd - Internship
Aug 2021 - Dec 2021
- Optimised and improved the performance of a large logistics operation in distributing 2.8 million health kits, utilising Lean Six Sigma techniques, resulting in a 15% increase in efficiency.
- Developed a playbook of methodologies & best practices for rapid deployment of packing and labelling operations.
- Created a detailed swimlane flowchart for the highest-revenue business unit during Quarterly Business Review (QBR), including touchpoints for users, providing explicit clarity on all processes.

Selected UI / UX Projects

Singapore Prison Service (SPS)
Feb 2023 (3 weeks) | neltontan.com/ux/sps
- Conducted user interviews and affinity mapping to synthesise insights for findings.
- Developed a digitised self-help booklet with proposed information architecture and gamified learning using Octalysis framework.
- Utilised Figma for UI design and collaboration, and developed a paper prototype for user testing.

Handicaps Welfare Association (HWA)
Jan 2023 (2 weeks) | neltontan.com/ux/hwa
- Redesigned website with new proposed IA and created initial design concepts with sketches, wireframes, and iterated user flows for optimal usability.
- Developed content strategy with content audit and collaborated with web developers to launch site, delivering functional and visually appealing design layouts.

Skills

Operation Efficiency | Lean, Six Sigma, Agile, Waterfall, Optimisation. **Coding |** C#, HTML, CSS, JavaScript

UX Designer | Wireframing, User Flows, Rapid Prototyping, Affinity Mapping, Personas, Interview, Information Architecture (IA), Gamification, Octalysis, User Testing (UT), Content Audit & Strategy

UI Designer | Responsive Web Design, Layout, Color, Typography, Design Systems, Sketching

Tools | Adobe Photoshop, Premiere Pro, After Effects, Illustrator. MS Office, Visio, Power Automate. Figma. Canva.

Education

User Experience Design Immersive
General Assembly, Singapore.
Nov 2022 - Feb 2023

BE (Hons) Mechanical Engineering
Nanyang Technological University
2018 - 2021

DIP. Aerospace Engineering
Temasek Polytechnic
2013 - 2016