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CHARMANT TAN

Designer & Researcher

Experience Designer & Researcher with a background in human-computer interaction, service design, and user research. Ability to use Design Thinking to tell stories for the users and push boundaries for design & innovation. Strong love for how people interact with technology and a passion for putting design at the heart.

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EXPERIENCE

March 2015 - Present **Service & Interaction Design Specialist**

Fjord, Design & Innovation by Accenture | Atlanta, GA

- Led the interaction design practice to improve the self-services to a large utility company by creating UX requirements and wireframes
- Designed and developed usability scripts, flows and prototypes for digital and product solutions
- Responsible for interpreting client's brand and needs into user experience requirements and implementation
- Collaborated with stakeholders for large clientele such as Coke, Celebrity Cruises, AutoNation, IHG, and T-Mobile

July 2013 - March 2015 **User Experience Designer**

IBM Cloud | San Francisco, CA

- Led the initiative user experience and interaction design requirements through IBM Design Thinking for their Cloud Services
- Worked closely in an agile environment with software developers on creating interactive experience and flows for IBM
- Performed in-depth user research through stakeholder interviews, shadowing, and task analysis for the for the large server cloud software platform

Dec. 2013 - Aug. 2014 **Lead Designer**

TalkLingo | San Francisco, CA

- Led the user experience for the TalkLingo Mobile Application through defining key user interaction tasks, requirements and research
- Headed and managed the overall design for the TalkLingo website, UI, and promotional material

Aug. 2012 - May 2013 **Graduate User Experience Assistant**

StarMobile, Inc. | Atlanta, GA

- Focused on the development of the UI/UX designs for transforming web applications into mobile applications for clientele
- Led and developed the creation of concepts, storyboards, mockups, and wireframes for software development

Jan 2011 - May 2013 **Graduate Research Assistant**

GT Synaesthetic Media Lab | Atlanta, GA

- Focused on the relationship between movements and creativity through puppet interfaces for mapping body motions
- Assisted in structuring cognitive science experiments to determine tool appropriation in virtual environments for healthcare rehabilitation.

May 2012 - Aug. 2012 **User Experience Designer**

IBM Extreme Blue | Austin, TX

- Headed a 4 person team to create a new visualization user interface tool for the WebSphere Liberty Profile software
- Led creative prototyped systems utilizing user centered design methods and principles to present to the IBM Vice Presidents
- Conducted user research through collaborative design sessions, focus groups, and demos to iterate on designs and interaction flows

EDUCATION

Master in Human-Computer Interaction

Georgia Institute of Technology | Atlanta, GA

Bachelor in Computational Media

Georgia Institute of Technology | Atlanta, GA

SKILLS

Interaction Design	Sketch
Service Design	Adobe CC
User Testing & Surveys	Invision
Information Architecture	Axure
Contextual Interviews	Omnigraffle
Persona Identification	Principle
Annotated Wireframing	HTML5
Rapid Prototyping	CSS
User/System Process Flows	jQuery
Fucntional Requirement Gathering	+ More
Journeymapping	
Service Blueprint Creation	
Heuristic Analysis	
Use Case Development	

ACCOMPLISHMENTS

Treemap Mobile Manipulation Patent

Exposing Fragment Identifiers Patent

Confidential Route Monitoring Patent

MARTA 2017 Hackathon Winner