

C

T

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.

✉ CharmantTan@gmail.com

💻 www.charmanttan.com

📞 706.761.3311

🌐 linkedin.com/in/charmanttan

EXPERIENCE

Dec 2017 - Present

Design and Strategy Lead

Rightpoint Consulting, LLC | Atlanta, GA

- Manage client relationships from conceptualizing solutions, scoping deliverables, leading the design strategy, and delivering the highest level of quality experiences
- Driving the design & creative practice for the Atlanta office by helping establish the Rightpoint Design Thinking methodology
- Strategically address the complexity of experiences across physical and digital touchpoints for clients such as Mitsubishi, Republic Metals, and LexisNexis

Mar 2015 - Nov 2017

Sr. Service & Interaction Designer

Fjord, Design & Innovation by Accenture | Atlanta, GA

- Led the interaction design practice to improve the self-services for FPL, a utility company by creating UX requirements and wireframes for key customer experiences
- Designed and developed digital solutions using mockups, usability scripts, process flows, and interactive prototypes resulting in engaging experiences
- Collaborated with stakeholders for clientele such as Coke, Celebrity Cruises, AutoNation, IHG, and T-Mobile

Jul 2013 - Mar 2015

User Experience Designer

IBM Cloud | San Francisco, CA

- Drove the user experience and interaction design requirements through IBM Design Thinking for their Cloud Services offering
- 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 Startup | San Francisco, CA

- Led the user experience for the TalkLingo Mobile Application through defining key user interaction tasks, requirements and research resulting in seed round funding
- Headed and managed the overall design team for the TalkLingo mobile app, 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 such as IHG, Coke, and Home Depot
- Led and developed the creation of concepts, storyboards, mockups, and wireframes for software development for key customer experiences

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
- Built and conducted user research with a functional prototyped system utilizing user centered design principles to present to the IBM Vice Presidents

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

ACCOMPLISHMENTS

2013 Treemap Mobile Manipulation Patent

2013 Exposing Fragment Identifiers Patent

2014 Confidential Route Monitoring Patent

2017 MARTA Hackathon Winner

2017 Mercedes Benz Digital Challenge Finalist