

Chernise Tan

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UX designer with hands-on experience across **user research**, high-fidelity design, and **usability testing** in **fintech and marketplace products**. Skilled at translating research insight into intuitive, validated design solutions across web and mobile.
Built CheckMate, an **AI-powered news sentiment product**, end-to-end from discovery through prototype.

EXPERIENCE

FSMOne, UI/UX Intern

Jan 2025 – Mar 2025

- **Redesigned 5 customer-facing experiences** end-to-end, from user research through high-fidelity prototyping, improving navigation and usability across the customer journey.
- Conducted **user journey analysis** to surface pain points, translating findings into functional specifications across **3 feature releases**.
- **Led 4 end-to-end UAT cycles**, identifying and documenting **30+ usability and functional issues**.
- Created **high-fidelity prototypes and interaction flows in Figma**, communicating design and interaction behavior.
- **Collaborated with product managers and engineers** to balance user needs with technical constraints.

WerkSG, UX Tester & Product QA Intern

Apr 2024 – Aug 2024

- **Redesigned mobile navigation and task flows** based on usability findings, **reducing friction** across key user workflows.
- Built responsive high-fidelity prototypes and interaction flows, **documenting functional specs for developer handoff**.
- Ran **iterative validation sessions** with stakeholders to test and refine UX improvements throughout development.

PROJECTS

CheckMate, AI-Powered News Sentiment Tool

- **Led end-to-end UX** for an AI-powered news sentiment tool, conducting user research to uncover pain points and translate them into product requirements and user goals.
- **Mapped user journeys and defined feature prioritization across three platforms** (web, browser extension, Telegram) to ensure a consistent multi-platform experience.
- **Designed and usability-tested prototypes in Figma**, iterating based on user feedback before final handoff.

Homm8, Centralized Home Based Beauty Marketplace

- **Mapped end-to-end customer journeys and booking flows** for a home-based beauty marketplace, grounding design decisions in user needs.
- **Identified and prioritized key UX touchpoints** — discovery, booking, reviews, post-service engagement, to reduce drop-off and improve the service experience.

SKILLS

UX Design: Human-centered design, Information architecture, User flow mapping, Prototyping and wireframing, Usability testing, User research, Affinity mapping, Design system creation, Multi-platform design

Tools: Figma, Photoshop, Illustrator, HTML/CSS, Jira, Confluence, Python, SQL, Microsoft Excel, PowerBI

Product Thinking: Product strategy, Product roadmapping, Feature prioritization, Product Requirements Documentation (PRDs)

Collaboration: Agile/Scrum, Stakeholder management, Cross-functional collaboration

EDUCATION

Singapore Management University

2022 – 2026

BSc Information Systems (*Digitalisation and Cloud Solutions*)

- Awards: DELL Technologies Academy Cloud Native Award (Champion)
- Leadership: HeartCode 2022/2023, Euphorux Camp Marketing Director 2023
- Exchange Semester: Chuo University, Tokyo, Japan

Singapore Polytechnic

2019 – 2022

Diploma in Business Administration (*Marketing*)

- Awards: Director's Honor Roll 2020-2021