

Charlotte Koh

User Experience Designer

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Projects

MathWorks – UX Designer and Researcher

Georgia Institute of Technology · Aug. 2023 - Dec. 2023

- Collaborated with an external client and multiple stakeholders to design a platform for lab instructors to facilitate MATLAB assignment creation.
- Synthesized data from 11 semi-structured interviews and 2 contextual inquiries using affinity maps, personas, user journeys and user stories.
- Developed a high-fidelity prototype that adhered to WCAG Level AAA requirements to ensure accessible design for all users.

Gravitate – UX Designer and Researcher

Georgia Institute of Technology · Aug. 2023 - Dec. 2023

- Created a cohesive design system and high fidelity prototype to facilitate social integration for migrants to the USA.
- Analyzed a Qualtrics survey of 165 participants, 2 observational field studies, and 2 hierarchical task analysis to derive data-driven insight to inform design strategy.

On Track – UX Designer and Researcher

Georgia Institute of Technology · Aug. 2023 - Dec. 2023

- Led a team of designers, researchers and developers to design a mobile app tailored to graduate students to track stress and manage goals.
- Designed sketches, wireframes and low/high-fidelity prototypes.
- Conducted user testing through task-based scenarios and debrief interviews to identify usability issues and guide product development.

Relevant Experience

Psychiatry Resident, Doctor

Ministry of Health Holdings Singapore · Jul. 2019 - Dec. 2022

- Independently conducted clinical interviews and coded qualitative psychiatric symptoms to clinical frameworks to establish diagnosis.
- Collaborated in multidisciplinary teams and mentored junior doctors, medical students and nurses on the ward.
- Developed thorough knowledge of biostatistics and neuroscience.

Publications

The concurrent use of two long-acting injectables in the maintenance treatment of bipolar disorder

Oct. 30th, 2020

Koh, L. Y. C., Chandwani, N., Lim, S., & Chan, C. Y. Bipolar Disorders, 23 (3), 312-314. First author for a case presentation that examines the combination of two antipsychotic LAIs for the maintenance treatment of bipolar disorder.

Education

Georgia Institute of Technology

M.S Human-Computer Interaction

Graduating in May 2025

Google UX Design Professional Certificate

Jun. 2022 - Nov. 2022

Royal College of Psychiatrists (United Kingdom)

Dec. 2018, Nov. 2020, Sep. 2021

Barts and the London School of Medicine and Dentistry (QMUL)

Bachelor of Medicine, Bachelor of Surgery (M.B.B.S)

Sep. 2010 - Jun. 2015

Skills

Design

Accessible Design · Design Systems
Design Thinking · Information Architecture
Prototyping · Storyboarding · Wireframing

Research

Affinity Mapping · Competitive Analysis
Contextual Inquiry · Diary Studies · Personas
Surveys · Task Analysis · User Interviews
Usability Testing

Toolkit

Adobe XD · Dedoose · Figma · FigJam
Miro · MS Office · Notion · Procreate · Qualtrics
R Studio

Leadership

Graduate Council Member

Georgia Tech MS-HCI

Elected in Jan. 2024

Awards

Ministry of Health Holdings Pre-Employment Grant

Awarded in Sep. 2013