

Yuan Hao

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Computer Science graduate with hands-on experience delivering full-stack software and Gen AI features for a live enterprise application, complemented by a human-centred design research background spanning UI/UX, usability testing, and user-centric product design. Experienced in agile delivery, cross-functional collaboration, and translating user needs into shipped digital products. Seeking to bring full-stack engineering and design-research skills to digital transformation and service delivery work in the organisation.

WORK EXPERIENCE

Software Engineering Intern (Gen AI) · SQ Tech · Singapore Airlines · Jan 2026 – Jun 2026

- Drove UI/UX enhancement cycles for the CCSR enterprise web application, diagnosing interaction friction and systematically resolving design debt through structured JIRA sprints
- Applied systems thinking to lead the migration of Gen AI components (v1→v3), balancing architectural constraints with improvements to user-facing prompting interactions and interface behaviour
- Designed and validated data flow logic from user input to CSV export, ensuring the interface remained intuitive and error-tolerant across complex enterprise workflows
- Bridged design and engineering by leveraging AI-assisted tools to accelerate iteration cycles while upholding UX quality and corporate security standards

Public Relations Intern · The PR Salon · Jun 2025 – Oct 2025

- Directed creative and logistical production of luxury brand events — including Dorelan's Singapore debut at Raffles Hotel Arcade — translating brand values into considered physical touchpoints and guest experiences
- Made end-to-end art direction decisions for product photoshoots, ensuring visual cohesion across multi-channel campaign materials from concept through to final asset delivery
- Developed brand messaging systems through press materials and communications, maintaining a consistent voice and identity for materials across Tatler, Burda Luxury, and PIN Prestige editorial contexts

Financial Consultant · Great Eastern · Graduate Advisory Group · Aug 2023 – Jul 2024

- Conducted in-depth discovery with diverse clients to surface unstated goals, risk profiles, and constraints — building research, listening, and synthesis skills directly transferable to UX practice
- Developed and communicated tailored financial plans, practising the translation of complex information into clear, accessible narratives for non-specialist audiences

EDUCATION

B.Computing (Computer Science) · Minor in Interactive Media Development · National University of Singapore · Aug 2021 – Jul 2026

- Relevant coursework: Software Engineering, Interaction Design, Database Systems, Artificial Intelligence, UX Design, Critical Design, HCI Phenomena & Theories, Principles of Visual Communication, Digital Story-Telling

GCE A-Levels · Hwa Chong Junior College · Jan 2017 – Dec 2018

- 4 Distinctions: H2 Physics, H2 Chemistry, H2 Mathematics, H1 Project Work. Merits: H3 Physics, H2 Economics, H1 General Paper

PROJECTS & PERSONAL WORK

Kenangan Singapura — Critical Design · NM5219 · Feb – May 2026

- Conceptualised a critical design artefact interrogating how governance systems are sometimes at odds with communal stories, using the traditional Congkak game as the vessel for this inquiry
- Designed asymmetric rule sets and weighted scoring logic as structural metaphors for policy-making, deliberately engineering friction between algorithmic "fairness" and community intuition
- Prototyped custom hardware-software interfaces in Arduino, iterating on physical form and digital feedback until the balance between tactility and critical provocation felt right
- Facilitated playtesting sessions to observe how participants navigated, resisted, or internalised the embedded rule systems — using behavioural observations to drive final design decisions

The Yuan Way — Self Branding · Personal Project · Sep – Nov 2024

- Developed a comprehensive personal brand identity grounded in a documented design philosophy, producing a full style guide covering typography system, colour palette, iconography, spatial rules, and tone of voice

- Conducted a structured self-audit to surface and articulate core design values before translating them into a cohesive visual system executed end-to-end in Figma, Adobe Illustrator, and InDesign

Nobesity — Lifestyle App · NM UX Project · *Sep – Nov 2024*

- Led end-to-end UX design for a dietary and exercise recommendation app — progressing from user research synthesis through to Hi-Fi prototypes with custom iconography, interaction flows, and micro-animations
- Structured the information architecture to reduce decision fatigue, then validated interaction patterns through iterative critique cycles that surfaced and resolved usability gaps

Sony Headphone App Redesign · NM UX Project · *Aug – Sep 2024*

- Conducted targeted user research to map and prioritise pain points, tracing each issue to specific gaps in information architecture or interaction design
- Redesigned key features in Figma with improved IA and refined interaction patterns, cross-checking decisions against the original user complaints at each iteration

FindMyDeals — Deal-Finding App · CS/NM Project · *Aug – Nov 2023*

- Led contextual inquiry, survey design, and affinity diagramming to surface user pain points, synthesising qualitative findings into two distinct personas that anchored all subsequent design decisions
- Built a high-fidelity Figma prototype through structured critique rounds and heuristic evaluations, iterating specifically on accessibility and interaction clarity
- Aligned a cross-functional team on feature priorities through persona-driven storytelling, storyboards, and usability testing — translating research into shared design direction

codeShare — Collaborative Teleconferencing · CS3240 Project · *Jan – May 2024*

- Designed a teleconferencing platform for collaborative coding, grounding Lo-Fi wireframes in documented user research and producing thorough process documentation as a communicable design artefact

FantasyPainted — Documentary · NM4243 Project · *Jan – May 2024*

- Planned, directed, and edited a five-minute documentary on a face painting and events company — managing narrative structure, visual storytelling decisions, and production logistics end-to-end

Macro — Cross-Platform Fitness App · CS Project · *May – Jul 2022*

- Designed and shipped a cross-platform fitness app (Android/iOS) end-to-end, handling UI design in Figma alongside implementation in React Native, Firebase, and Redux
- Established a CI/CD pipeline (GitHub Actions, Jest) to enable rapid design-to-code iteration without sacrificing production stability

DSTA Brainhack TIL AI 2022 · 4th Place · *Jun 2022*

- Built and programmed a Robomaster to autonomously navigate a maze using Computer Vision and NLP, collaborating under competition pressure to deliver a working system within tight constraints

SKILLS

Design & Research

- **Methodology:** Human-Centred Design (HCD), heuristic evaluation, contextual inquiry, affinity diagramming, information architecture, iterative prototyping, usability testing, accessibility standards
- **Tools:** Figma, Adobe Creative Suite (Illustrator, Photoshop, InDesign), Qualtrics, AWS Mechanical Turk, JMP

Software Engineering

- **Languages:** Python, Java, C, C++
- **Frameworks & Tools:** React Native, Spring Boot, Vue.js, Firebase, React Redux, GitHub Actions, Jest, Expo
- **Domains:** Full Stack Engineering, Database, Machine Learning, Artificial Intelligence, Computer Graphics, NLP