

JORDAN LAI

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EDUCATION

Singapore Management University (SMU)

Singapore

Bachelor of Science (Information Systems)

Aug 2023 - May 2027

- Major in Financial Technology, 2nd Major in Digital Business
- Relevant coursework: Interaction Design & Prototyping, Web Application Development, Digital Business, Data Management

EXPERIENCE

Ministry of Digital Development and Information (MDDI)

Singapore

UX Design Intern

Jun 2026 - Aug 2026

- Led end-to-end UX research on human-robot interaction across 3 public-sector schools, conducting 9 interviews with frontline staff to surface adoption barriers
- Synthesised research into personas and end-to-end user journeys across cleaners, supervisors and management, translating insights into interface requirements
- Designed hi-fi Figma prototypes for a robot operator interface addressing usability gaps for an ageing, multilingual frontline workforce, prioritising clarity and error recovery
- Translated field research into minimum usability and accessibility requirements for service robots, intended to inform vendor guidelines for future robotics deployments

Capgemini

Singapore

UX Design Intern

Aug 2025 - Dec 2025

- Ran end-to-end design engagements for enterprise clients across 5+ sectors including banking, investments, tourism, e-commerce and clean energy, taking each from discovery workshop to tested prototype
- Facilitated design thinking workshops with client stakeholders to surface pain points and map current-state journeys, translating each session into the problem framing the prototype was built against
- Planned and conducted user interviews and usability testing iterating across 3 rounds of feedback before handoff for development

Mighty Jaxx International

Singapore

Product Management Intern

May 2025 - Aug 2025

- Conducted UX research and competitor analysis to guide product positioning, translating insights into PRDs that balanced technical feasibility with user experience

PROJECTS

SG CareKis - Elderly Community Building App

Singapore

UX Designer

Aug 2024 - Nov 2024

- Designed a mobile app for elderly users, running user interviews and usability testing to understand accessibility needs and digital literacy constraints
- Focused on accessible design elements, with 6 of 7 participants completing key tasks unaided in usability testing
- Developed and validated user flows through 3 iterations of prototypes based on user feedback and A/B Preference Testing

SpotSmart - Food Recommendation Web App

Singapore

Frontend Engineer

Aug 2024 - Nov 2024

- Designed user flows and interfaces and implemented frontend using HTML/CSS, JavaScript, Vue.js and Bootstrap, integrating Google Maps API to display real-time data for 30+ restaurants

TECHNICAL SKILLS

- Design & Research: User Research, User Interface Design, Interaction Design, Design Systems, Wireframing, Rapid Prototyping, Information Visualization, Usability Testing, Heuristic Evaluation
- Product & Strategy: Product Discovery, Product Roadmapping, PRD Writing, Competitive Analysis, A/B Testing, Agile, Scrum
- Tools: Figma, Sketch, Miro, Jira, Confluence, Framer, GitHub
- Programming Languages: HTML/CSS, JavaScript, PHP, Python, SQL

CO-CURRICULAR ACTIVITIES

SMU FinTech Club

Singapore

Research Director

Jan 2025 - Dec 2025

- Planned a five-session training curriculum for 30+ research analysts across digital payments, settlements and CBDCs and delivered the opening session; analysts applied the material in presentations to industry experts at monthly club events

SMU Rotaract Club

Singapore

Volunteer

Aug 2024 - May 2025

- Tutored and supported 20+ primary school children with learning disabilities weekly, planning enrichment activities tailored to varied learning needs, ensuring sessions were structured, inclusive and engaging