Germaine Tan

✉ germainetxyz@gmail.com   │in│ www.linkedin.com/in/germainetxy   🖼 germainetxy.com

I design digital solutions that improve systems and processes across healthcare, community care, and public service. My work has transformed case management systems and internal tools through automation and improving usability, helping frontline staff work more efficiently and deliver better services at scale. I believe good design isn't just about aesthetics; it's about making things work better. I want my work to reach beyond the screen, to make everyday systems kinder, clearer, and more humane for as many people as possible.

WORK EXPERIENCE

Open Government Products
Product Designer
<div align="right">Mar 2025 – Present
Internship</div>

- Drove UX improvements for a public sector tool used in healthcare and social services through iterative research, prototyping, and testing, helping practitioners save 61.9% of time spent on documentation per case note, with over 16,000 hours saved in total.
- Informed product strategy by translating user needs into prioritised features, balancing frontline workflows with technical constraints.
- Supported product adoption by building strong stakeholder relationships and facilitating training across healthcare, social service, and public sector agencies, which helped grow the user base to over 2,700 and reduce support overhead.

SingHealth Polyclinics
Assistant Manager, Clinical Services
<div align="right">Sept 2015 – Feb 2025</div>

- Led service design initiatives to improve patient journeys and optimise workflows, applying systems thinking to align user needs with operational realities.
- Mapped touchpoints across the care journey and redesigned processes based on user pain points, field observations, and data insights.
- Supported Singapore's healthcare digital transformation under the NGEMR programme by aligning clinical, operational, and technical stakeholders to drive the transition from a legacy system to Epic.
- Drove the implementation of Healthier SG to promote preventive care and reduce long-term system burden, achieving over 50% enrolment among SingHealth-assigned residents in its first year.

Ministry of Health
Manager, Mental Health Office
<div align="right">Sept 2022 – Mar 2024
Secondment</div>

- Applied a systems design lens to surface gaps and unmet needs in dementia and caregiving, shaping policies and initiatives grounded in frontline perspectives.
- Synthesised insights from cross-sector engagements with healthcare providers, community care agencies, and social workers to inform an updated national dementia strategy.

SKILLS

- User Research
- Journey Mapping
- Information Architecture
- Wireframing & Prototyping
- Usability Testing
- 3D Modelling
- Project Management
- Stakeholder Engagement
- Basic HTML, CSS, JavaScript, SQL

TOOLS

- Figma
- Webflow
- Framer
- Adobe Illustrator
- Adobe Photoshop
- Adobe After Effects
- Adobe Premiere Pro
- Spline
- Solidworks

EDUCATION

General Assembly
User Experience Design Immersive

National University of Singapore
2022: Master of Public Health
2014: Bachelor of Engineering (Biomedical Engineering)