Germaine Tan

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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   Mar 2025 – Present
Product Designer   Internship

- Led UX improvements to Scribe's summary outputs through iterative research, prototyping, and testing, achieving an estimated 38.7% time savings per case note and over 1,628 hours saved in documentation for case workers.
- Contributed to Scribe's product strategy by translating user feedback and emerging needs into feature priorities, balancing frontline workflows with technical feasibility.
- Built strong relationships with stakeholders and conducted structured training for over 500 users to drive Scribe's adoption across public healthcare institutions, social service agencies, and Whole-of-Government agencies, helping to grow the user base to over 3,000 and reduce support overhead.

SingHealth Polyclinics   Sept 2015 – Feb 2025
Assistant Manager, Clinical Services

- 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   Sept 2022 – Mar 2024
Manager, Mental Health Office   Secondment

- 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)