

Tan Yee Jing

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PROFILE

Final-year Design for Social Futures student (graduating May 2026) with hands-on experience in a hospital setting. Focused on clinical workflows and system-level design.

- Worked closely with clinicians and stakeholders to understand how workflows shape both clinician and patient experience
- Interested in roles at the intersection of patient journeys, clinical workflows, and healthcare systems

KEY EXPERIENCE

Final Year Thesis — Ophthalmology Department, NUH

Aug 2025 — Apr 2026

Project: Rethinking Ophthalmic Procedure Workflows

- Conducted in-depth observation and shadowing of clinical procedures to understand real workflow constraints
- Analysed how procedure setup and tool organisation influences clinician movement, nurse preparation, and workflow efficiency
- Mapped end-to-end workflows, traced how upstream decisions across procurement and sterility impact downstream clinical workflows
- Facilitated co-design and usability testing sessions with clinicians through iterative prototyping to validate workflow changes
- Evaluated impact through setup time and waste reduction, developing system-level recommendations balancing usability and operational constraints

RELEVANT EXPERIENCE

Retail / Customer Experience (Part-time & Internship) — Plain Supplies

Apr 2021 — May 2024

- Analysed customer journeys and identified friction points across retail touchpoints, proposing improvements to enhance overall experience in store
- Spearheaded & piloted a mix-and-match purchasing concept in-store and booths, partnered with Head of Operations to implement as a permanent in-store feature, boosting customer engagement

Junior Event Designer — Tri-Star Display Pte Ltd

Oct 2020 — Dec 2020

- Worked across concept design development, producing 3D rendering visuals to fabrication for luxury brands, coordinating stakeholders, in-house production teams and on-ground execution

EDUCATION

BA (Hons) Design for Social Futures, LASALLE College of the Arts *2024-2026*

Specialist Diploma in Service Experience Design & Innovation, NYP *2021-2023*

Diploma in Interior & Exhibition Design, NAFA *2016-2019*

SKILLS

Clinical Workflow Mapping • Stakeholder Engagement • Co-design Facilitation • Service Design

AWARDS

Outstanding Academic Performance — Grandwork Interior Pte Ltd (NYP Specialist Diploma)