



Charlotte Xueyi
Wan

Hi there! I'm Charlotte, a product designer with 6 years of experience in crafting interactive, ergonomic experiences that resonate emotionally with people. I've dedicated my skills in UX, UI, and service design to tackle complex healthcare challenges, where I worked with clinicians to empower patients and improve health outcomes.

EXPERIENCE

Game Designer

New York, NY

May 2023 - present | 2 months

Developing a culturally adapted psychotherapy experience in the form of a narrative expressive mobile game, built in Unity and guided by the psychiatrist supervisor of my MRes dissertation research at ICL x RCA.

Senior UX Designer @ Bestbuy Health

Seattle, WA

Jun 2021 - Jul 2022 | 1 yr 2 mos

Spearheaded design efforts as the lead designer for Lively's Nurse On-Call and Care Advocate services, delivering impactful service design and product design artifacts for a user base of 900,000 seniors.

Product Designer @ Lumedic

Seattle, WA

Feb 2020 - Jan 2021 | 1 year

Led product design for Patient Payments and Prior Authorization, collaborating closely with UX researchers, product managers, SWEs, and brand designers to deliver accessible products for Providence Hospital patients and healthcare providers.

Product Designer @ Moonshot

Seattle, WA

Nov 2017 - Feb 2020 | 2 yrs 4 mos

Utilized end-to-end UX design to deliver impactful data-driven web apps and mobile apps for prominent clients such as UPS Solutions & KraftHeinz operations, integrating comprehensive design research to inform product strategy. Crafted user flows, wireframes, and high-fidelity prototypes to tackle complex user challenges and address client needs.

EDUCATION

Imperial College London x Royal College of Art

Master of Research
Healthcare Design

2021 - 2023 | 2 years

New York University

Bachelor of Fine Arts

2013 - 2017 | 4 years

Major in Fine Arts and Design

Minor in Psychology

Minor in Business of Media

PROJECTS

Culturally adapted psychotherapy game

Design Researcher

2021 - present

IDEO CoLab Makeathon

Product Designer

Oct 2019