

Lifelong Learner Story Series ▶▶



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- ▶ Completed SGUnited Skills Programme in UX Design and Product Management

Please share with us your professional life's journey and at which point in your career did you aspire to pursue this programme?

After working as a writer for 8 years, I wanted to expand my existing skill sets beyond what I had mastered in my past roles. I was looking to pick up technical expertise, and chose to enrol in this NTU SGUS Programme

in UX Design and Product Management to learn more about UX Design. I was drawn to the field as it is a creative discipline grounded in rational thought, a mix of right and left brain thinking that I find extremely fascinating.

How was your learning experience with this programme?

I enjoyed my learning experience with this programme thoroughly. We learned all the frameworks required to carry out a UX project from start to end, which includes conducting initial research, framing the problem space, gathering insights, and translating these into solutions. The programme was also conducted in a staggered manner, across six months, which allowed sufficient time for a deeper level of reflection and learning.

Which aspect of this programme did you like the most?

I enjoyed the support given by the instructors and their feedback on ways to improve. They were always so helpful if I needed additional coaching sessions. I also treasure the friendships forged throughout the programme, which was held remotely and online. We meet up occasionally even outside the course, so it's not entirely true that bonds can only be formed through face-to-face interactions!

Has this programme benefitted you in your career development?

This programme has given me an in-depth glimpse into the UX Design industry, and allowed me to pick up new skills to undertake a UX project from scratch. This includes mastering the necessary tools required for designing high-fidelity mockups, a process I really enjoyed. User experience is also a framework that I can apply to just about anything, not just the design of apps and websites. In essence, it prioritises the end-users of a service/product and creates an optimum experience for them.

Do you think lifelong learning is important? Please share your thoughts about it.

I think lifelong learning is crucial, especially now when tech advances are quickly changing the skills required in a role and competition is high among skilled workers. Being open to learning new things also helps me understand how different disciplines work together so I get a more holistic view on an issue — this mindset of continuous learning should never end!