Benjamin Choon Heng Lee

📱 +1 (347) 799 6732
✉ benjaminchlee@gmail.com
🏠 benjaminchlee.github.io

SUMMARY

User Experience Researcher with experience conducting qualitative, quantitative, and mixed-methods research across diverse business functions and settings. I specialize in discovery and evaluation research through interviews, observations, and prototype testing. I translate research insights into actionable recommendations, design frameworks, and evidence-based guidelines that inform product and research decisions.

WORK EXPERIENCE

JPMorgan Chase & Co.   New York, NY, USA
Senior Associate Research Scientist at *Global Technology Applied Research*   June 2024 – Present

- Conducted semi-structured interviews and observational studies with 10+ financial advisors and trainers to understand existing workflows, usability challenges, and opportunities for improvement by leveraging emerging technologies such as AI/ML and spatial computing
- Co-designed and conducted a classroom field study with 80+ middle-school students playing a financial literacy game, using pre/post-tests and focus groups to measure learning gains and engagement; findings influenced stakeholder to move the game towards production
- Developed and evaluated an alpha-stage data visualization library with four domain experts in-the-wild, identifying usability issues via semi-structured interviews to guide iterative design improvements
- Demonstrated research concepts, prototypes, and study results to internal and external C-suite executives and at firmwide events (1,000+ attendees), showcasing technical feasibility and applications of emerging technologies

University of Stuttgart   Stuttgart, Germany
Postdoctoral Researcher at *Visualization Research Center*   February 2023 – April 2024

- Led a mixed-methods controlled study of spatial computing techniques to address persistent 3D perception challenges in scientific workflows, later validated by six computational chemists in realistic analysis tasks
- Identified behavioral patterns of 19 users in a smart-home setting through video coding and thematic analysis, translating findings into actionable design recommendations
- Developed standardized design patterns and terminology to improve clarity and usability in data visualization and motion guidance systems

Microsoft Research   Redmond, WA, USA
Research Intern at *Visualization and Interactive Data Analysis Group*   June 2019 – September 2019

- Designed and built immersive data experiences that enabled general audiences to understand data through visceral experiences, validated by qualitative usability studies and continued researcher adoption

Monash University   Melbourne, Australia
Doctoral Researcher at *Data Visualization and Immersive Analytics Lab*   February 2019 – January 2023

- Conducted exploratory evaluations of collaborative prototypes with dyads and triads, uncovering behavioral patterns and strategies through interaction logs, video coding, questionnaires, and thematic analysis

EDUCATION

Monash University   Melbourne, Australia
Ph.D. in Immersive Analytics   February 2019 – January 2023

SKILLS

- **Methods:** Semi-structured interviews, field studies, controlled studies, exploratory research, surveys, pre/post testing, mixed-methods research, usability evaluation, thematic and behavioral analysis, research synthesis, design recommendations, design spaces
- **Tools:** Figma, Miro, R, Python, Tableau, D3.js, SurveyMonkey, Google Forms, Zoom, Git