

# HUY LAM

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## EDUCATION

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### UNIVERSITY OF WASHINGTON

#### Bachelor of Science

Major in Informatics, specialized in Information Management

**Cumulative GPA:** 3.85/4.0; Dean's List Sep 2024 - Aug 2025

**Relevant Coursework:** Intro to Computer Science Series · UX Design Methods · Research Methods · Project Management · Product and Information Systems Management · Calculus I-III (Differential, Integral, Multivariable) · Statistics

Seattle, WA

Graduation: Dec 2025

## WORK EXPERIENCE

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### HIGHLINE COLLEGE

#### Teaching Assistant

Des Moines, WA

Sep 2023 – May 2024

- Developed and implemented a weekly online Q&A session for 10 students struggling with course material, which resulted in an average exam score **increase of 8%** across all participating students.
- Coordinated with faculty in weekly meetings to align **teaching strategies**, exchange best practices, and address student learning challenges.
- Managed grading records for 30+ students, resulting in zero complaints regarding errors or fairness, achieved via consistent application of departmental grading policies and **transparent communication**.
- Revised 4+ modules of course materials, addressing **identified inconsistencies** and **refining explanations**; decreased student requests for clarification by 25% across core subject matter areas.
- Conducted investigations into student complaints regarding course material, resolving 40% of issues within 24 hours.
- Conducted **student research** using **surveys** and **focus groups** to determine key areas where **AI tools** could enhance learning; findings fixed the three biggest areas students struggled with.

## ACADEMIC PROJECTS

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### GRANT MANAGEMENT SYSTEM CAPSTONES PROJECT

#### UX Researcher & Project Manager

Seattle, WA

Apr 2025 – June 2025

- Led Agile team as youngest member, delivering full MVP in 10 weeks, applying **Product Management principles** including **roadmap planning**, and **product delivery**; awarded Team MVP.
- Developed an automated application reporting platform from scratch via **Airtable**, **Softer**, and **CSV**, decreasing report generation time from 72 hours to under 2 hours and improving data-driven **decision making**.
- Implemented role-based permissions design through the grant management platform, ensuring zero unauthorized access to sensitive data via **Airtable**, and **Softer**.
- Automated scheduling with **Google Sheets** + **email reminders**, reducing conflicts by 40%.

### HUMAN RESOURCE INFORMATION SYSTEM PROJECT

#### Project Manager

Seattle, WA

Sep 2024 – Dec 2024

- Engineered a user-centered HRIS solution for a workforce of 500+ utilizing **Azure DevOps**, **Miro**, and **Figma**, incorporating role-based access controls which ensured zero unauthorized employee record modifications.
- Optimized HR workflows using **Azure DevOps** sprints and **Figma** wireframes, reducing processing time by 35% while enhancing company-wide data accessibility.
- Engineered process improvements integrating **role-based permissions**, delivering a 35% faster HR turnaround, and safeguarding sensitive records.

## ADDITIONAL SKILLS & CERTIFICATES

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**Project Management:** Azure DevOps · Jira · Trello · Microsoft Planner · Agile methods · Agile tools

**Design & UX:** Figma · Miro · Usability Testing · Wireframing · Prototyping · Heuristic Evaluation · User Journey · User Experiences

**Programming Languages:** HTML · JSX · React · Java · R · Ruby · Python · PostgreSQL · GitHub

**Other Tools:** Microsoft Suite (Office · Excel) · AI Prompt Engineering

**Soft Skills:** Teamwork · Leadership · Organization · Time Management · Problem Solving · Communication · Critical Thinking

**Certificates:** Top 3 Hackathon · Top 2 Math Amatycs · College Reading Learning Association Level 2