

# Christopher Ho

Systems Design Engineering

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## WORK EXPERIENCE

### UI/UX Designer • TD Lab

Sep 2018 • Dec 2018

Led the design (product requirements, user experience, and user interface) of a mobile app that teaches newcomers about cultural differences between their home country and Canada by iteratively creating userflows, wireframes, mockups, and prototypes

Conducted user interviews and usability (A/B) testing interviews with 8 end-users and collaborated with engineers and business analysts during design sprints to inform design decisions

Presented high-fidelity prototype of mobile app to TD Innovation Council EVP and SVPs to be pushed into commercialization

Researched an early stage subscription-based credit card for millennials alongside one of the largest issuers of Mastercard in Canada

### UX Designer • Royal Bank of Canada

Jan 2018 • Apr 2018

Redesigned the user experience and user interface of a wire transfer app, validated through usability testing of minimum viable product with 14 end-users

Synthesized data from usability testing interviews to produce actionable insights and recommendations; implemented in subsequent iterations, resulting in a 35% increase in task efficiency

Transformed 5 cross-disciplinary teams' solution sketches into mockups and prototypes, presented to upper management and stakeholders to determine viability

## PROJECTS

### MusicBank

Designed a web app that provides shopping recommendations based on the user's music preferences

### PrivatePod

Prototyped and built a portable workspace to improve productivity for undergraduate students while studying

## SKILLS

### Design

UI/UX & Product Design  
Design Sprints  
User Research  
Personas  
Wireframes  
Mockups  
Rapid Prototyping  
Usability Testing

### Tools

Sketch  
Figma  
InVision  
Origami Studio  
Zeplin

### Development

HTML5/CSS3  
JavaScript  
Java  
C++

## EDUCATION

### University of Waterloo

Candidate for BAsC,  
Systems Design Engineering  
Expected Graduation: April 2023

### Relevant Courses:

Introduction to Design  
Human Factors in Design  
Digital Computation (C++)

## INTERESTS

Disney Music + K-pop  
Marvel Cinematic Universe  
Weight Lifting + Calisthenics