

# Christopher Ho

PORTFOLIO  
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## EXPERIENCE

### Product Design Intern — Faire

May to Aug 2024 — San Francisco, CA (Remote)

Spearheaded the revamp of Faire's Help Center through UX improvements in navigation, search functionality, and streamlined content organization, resulting in a 12% reduction in support ticket volume and a more efficient user experience

Developed the brand and visual identity for an upcoming AI support chatbot, including designing its personality, color scheme, and other UI elements

### UI/UX Design Intern — AMD

Sep to Dec 2019 — Markham, ON

Created a high fidelity prototype for Radeon Software: Adrenalin 2020 (AMD's core device driver and utility software package for graphics cards and APUs, adopted by 7M+ users) and conducted usability testing, ensuring intuitive information architecture and navigation

Started Radeon Software's first design system and composed relevant desktop and mobile screens and overlays for visual coherence and consistency

### Product Design Intern — TD Lab

Sep to Dec 2018 — Kitchener, ON

Led the design and product strategy of a mobile app aiding Canadian newcomers in the immigration process, by educating them on cultural differences between their home country and Canada

Presented fully developed prototype to TD Innovation Council EVP and SVPs for advancement into commercialization

### UI/UX Design Intern — Royal Bank of Canada

Jan to Apr 2018 — Toronto, ON

Redesigned and launched an internal wire transfer app, resulting in a 35% increase in task efficiency

Organized and facilitated design thinking workshops and conferences for multidisciplinary teams and project stakeholders

## SKILLS

### Design

UI/UX Design	Design Systems
Visual Design	Wireframing
Product Strategy	Prototyping
User Research	Usability Testing

### Tools

Figma	InVision	Jira
Adobe XD	Miro	Hotjar
Sketch	Loom	HTML/CSS

## EDUCATION

### University of Waterloo

Interaction Design & Business  
Sep 2020 to Present

### University of Waterloo

Systems Design Engineering  
Sep 2017 to Dec 2019

Relevant Courses:

Advanced UX Design & Research  
Customer Experience Design  
Interaction Design Topics  
Project Management

## INTERESTS

Jujutsu Kaisen, Gaming, Cats