

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 user flows, 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