Christopher Ho

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EXPERIENCE

Product Design Intern — Faire

May to Aug 2024

Spearheaded the revamp of Faire's Help Center by redesigning the information architecture, navigation, and search, resulting in a 12% reduction in support ticket volume

Conceptualized the brand and visual identity for an upcoming AI support chatbot, including designing its personality, user interface, and color scheme

UX Design Intern — AMD

Sep to Dec 2019

Developed a high-fidelity prototype for AMD's Radeon Software: Adrenalin 2020 Edition (7M+ users) and led usability testing to gather insights, driving key design changes pre- and post-release

Established Radeon Software's first design system, ensuring visual consistency across desktop and mobile UIs through cohesive component, overlay, and screen designs

Product Design Intern — TD Lab

Sep to Dec 2018

Led the design and product strategy for a mobile app helping Canadian newcomers understand and navigate cultural differences between their home country and Canada

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

UI/UX Design Intern — Royal Bank of Canada

Jan to Apr 2018

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

Organized and facilitated design thinking workshops and conferences, fostering collaboration among 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 2021 to Present

University of Waterloo
Systems Design Engineering
Sep 2017 to Aug 2020

Relevant Courses:
Advanced UX Design & Research
Customer Experience Design
Interaction Design
Design & Society

INTERESTS

Film scores, Gaming, Cats