

# Christopher Lam Jr.

christopherlam110@gmail.com | 774-450-5310 | Boston, MA | [chrislam.vercel.app](https://chrislam.vercel.app) | [linkedin.com/in/chrislam365](https://linkedin.com/in/chrislam365)

## EDUCATION

### Worcester Polytechnic Institute

August 2022 - August 2025

*Bachelor of Science, Computer Science*

*Worcester, MA*

- **GPA: 3.75/4.0**; *High Distinction*; Dean's List 2022-2025
- **Relevant Coursework:** HCI, Mobile Dev, Digital Imaging and Computer Art, Social Implications of Information Processing, Color & Light Theory, Software Engineering, Webware

## SKILLS

- **Design:** Information Architecture, Accessibility, Usability Testing, Design Systems, User Journey Maps, Personas
- **Tools:** Figma, Framer Motion, Adobe Creative Cloud, Builder.io, ContentSquare, Wordpress
- **Technical:** React.js, Next.js, JavaScript, TypeScript, TailwindCSS, HTML, Express, MongoDB, Git

## WORK EXPERIENCE

### Schneider Electric

June 2025 - August 2025

*UX Designer Intern*

*Boston, MA*

- Strengthened usability of Schneider's **first global B2C web experience** by refining flows, optimizing filters, and ensuring WCAG AA accessibility, leveraging heuristic audits, benchmarking, and heatmaps.
- Delivered strategic **competitor benchmarking across 5+ global sites**, identifying usability gaps and synthesizing findings into actionable insights that **reduced click depth by 33%** in product discovery.
- **Refined and extended Schneider's design system**, creating wireframes, prototypes, and high-fidelity screens in Figma to support design sprints and testing.
- Collaborated with product managers and developers to ensure design solutions aligned with global business and technical requirements.

### Air Force Civilian Service

May 2024 - August 2024

*Data Analyst Intern*

*Hanscom AFB, MA*

- Designed and deployed interactive dashboards in PowerBI to visualize operations data, improving usability and saving **5+ analyst hours weekly**.
- Re-structured data models and designed intuitive **information flows** for analysts, improving **response time to personnel inquiries by 30%**.

### Universal Education Initiative

January 2023 - August 2025

*Visual & Content Designer*

*Worcester, MA*

- Designed and launched an educational platform in collaboration with Venezuelan and American embassy partners, **expanding STEM education access to 38 students** in Merida, Venezuela.
- Created digital learning resources and led multimedia production, improving accessibility of STEM curriculum and supporting international education outreach.

### Freelance Website Designer

May 2023 - Present

- Presented custom **web solutions for +5 clients**, utilizing React, Next.js, and TailwindCSS to create responsive, visually appealing, and user-centric websites that meet unique needs.

## PROJECTS

### Capstone Project: IQP Data Collection & Analytics Web App

*Product Designer & UX Researcher*

- Designed and prototyped a web app to support **1,200+ students yearly** in **global project data collection and analysis**, creating wireframes and high-fidelity prototypes in Figma and implementing UI in React.
- Led user research, personas, journey maps, interview, and testing within Agile cycles, integrating insights into A/B testing iterations and achieving an **88% satisfaction rate** (majority rated 8/10+).

### Mass General Brigham Hospital Kiosk

*Lead Product Designer & Frontend Developer*

- Spearheaded design of a hospital wayfinding app (**100+ nodes, 5 service modules**), producing intuitive Figma UI flows and leading frontend implementation.
- Coordinated an **11-person Agile team**, translating user stories into design deliverables and maintaining version control.