

Christopher Lam

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WORK EXPERIENCE

Schneider Electric

June 2025 - August 2025

UI/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.
- Redesigned organization **SharePoint site for 2,700+ employees**, enhancing information architecture and navigation.

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.
- Collaborated directly with stakeholders to align design solutions with business goals, focusing on accessibility and responsive interaction design.

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.

PROJECTS

Capstone Project: IQP Data Collection Web App

Product Designer & UX Researcher

- Designed and prototyped a web app to support **1,200+ students yearly** in global project data collection, creating mockups in Figma and implementing UI in React.
- Led user research and usability 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 UI/UX Designer

- 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.

EDUCATION

Worcester Polytechnic Institute

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:** Storytelling, Accessibility, Usability Testing, UX Research, Design Systems, Journey Mapping
- **Tools:** Figma, Framer Motion, Adobe CC, Builder.io, ContentSquare, Wordpress
- **Technical:** React.js, Next.js, JavaScript, TypeScript, TailwindCSS, HTML, Express, MongoDB, Git