Christopher Lam

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SUMMARY

Product Designer who translates user needs and business goals into scalable digital experiences. Combines 2 years of experience with software engineering background to ship features that balance UX with technical feasibility. Proven track record reducing friction in product discovery at Schneider Electric, building design systems at Todd Agriscience, and delivering data dashboards for government partners. Excels in cross-functional environments where design strategy meets implementation.

EDUCATION

Worcester Polytechnic Institute **Aug 2022 - Aug 2025**
Bachelor of Science, Computer Science *Worcester, MA*
- **GPA: 3.75/4.0**; *High Distinction*; Dean's List 2022-2025

SKILLS

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

WORK EXPERIENCE

Todd Agriscience **Sep 2025 - Present**
Product Designer *Remote*
- **Architected a scalable design system using Figma,** establishing design standards reducing hand-off time and eliminated visual inconsistencies across digital touchpoints, enabling faster iterations for a growing agritech startup.
- **Designed interfaces** for a dual purpose platform (marketing & analytics dashboard), empowering 10+ farms and research partners including **NMSU and USDA** to track product performance and make data-driven agricultural decisions.
- Authored comprehensive brand guidelines that standardized identity and messaging across customer-facing materials.

Schneider Electric **Jun 2025 - Aug 2025**
Product Designer Intern *Boston, MA*
- **Transformed Schneider's first global E2E B2C web experience** by redesigning user flows, optimizing filter architecture, and **reducing click depth by 33%** in product discovery, accelerating purchase decisions and improving conversion.
- **Conducted competitive analysis across 5+ e-commerce sites** and synthesized heuristic audits and heatmap data into strategic design recommendations, identifying critical usability gaps that informed product roadmap priorities.
- **Extended enterprise design system** with new components and achieved WCAG AA compliance, expanding market reach while maintaining consistency across rapid sprints.

Air Force Civilian Service **May 2024 - Aug 2024**
Data Analyst Intern *Hanscom AFB, MA*
- Designed and deployed interactive PowerBI dashboards that visualized complex Agile operations data, s**aving analysts 5+ hours weekly** and enabling leadership to make faster, data-informed resource allocation decisions.
- Re-structured data models and information hierarchies for personnel systems, **improving analyst response time to inquiries by 30%**, enhancing operational efficiency.

Universal Education Initiative **Jan 2023 - Aug 2025**
Visual & Content Designer *Worcester, MA*
- Designed and launched a bilingual educational platform in partnership with Venezuelan and American embassy partners, **expanding STEM education access to 38 underserved students** in Merida, Venezuela, demonstrating impact in international development through user-centered design.
- Created digital learning resources and led multimedia production, improving curriculum accessibility and **supporting broader education equity goals from UNESCO**.

PROJECTS

Capstone Project: IQP Data Collection & Analytics Web App
Lead Product Designer & Frontend Developer
- Designed and prototyped a web application **serving 1,200+ students annually** in global research projects, creating end-to-end flows in Figma and implementing production-ready UI that streamlined data collection workflows.
- Led user research including persona development, journey mapping, and iterative user testing within Agile cycles, **achieving 88% user satisfaction**.

Mass General Brigham Hospital Kiosk

Lead Product Designer & Frontend Developer

- **Spearheaded design of a hospital wayfinding system (100+ nodes, 5 service modules)**, creating intuitive navigation glows in Figma and leading frontend implementation, reducing patient stress and improving operational efficiency.
- Coordinated an **11-person Agile team**, translating stakeholder requirements and user stories into design deliverables while maintaining design system consistency and version control across sprints.