Christopher Lam

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SUMMARY

UX Designer who bridges the gap between user needs, design vision, and technical reality. Delivered experiences at Schneider Electric by reducing product discovery friction, and built scalable brand systems at Todd Agriscience. Skilled in aligning design strategy with technical execution for digital platforms. Freelanced in web design for esports teams, universities, and individuals.

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
- **Relevant Coursework**: HCI, Mobile Dev, Digital Imaging and Computer Art, Social Implications of Information Processing, Color & Light Theory, Software Engineering, Webware

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**
UX Designer   *Remote*
- **Designed and documented a scalable brand syste**m using Figma, collaborating with stakeholders to define typography, color palettes, and reusable components, which streamlined design hand-offs and ensured visual consistency.
- Created wireframes and produced high-fidelity designs for a responsive marketing website **serving 10+ farm clients** and institutional partners including **NMSU and USDA**.
- Authored comprehensive brand guidelines, establishing clear standards for digital touchpoints and reducing inconsistencies.

Schneider Electric   **Jun 2025 - Aug 2025**
UX Designer Intern   *Boston, MA*
- **Elevated Schneider's first global B2C web experience** by refining user flows, optimizing filters, and achieving WCAG AA compliance through heuristic audits, benchmarking, and heatmap analysis.
- 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, which enabled faster design iterations and ensured visual consistency.

Air Force Civilian Service   **May 2024 - Aug 2024**
Data Analyst Intern   *Hanscom AFB, MA*
- Designed and deployed interactive dashboards in PowerBI to visualize Agile 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   **Jan 2023 - Aug 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 & Analytics Web App
Product Designer & Frontend Developer
- 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.
- Led user research, personas, journey maps, interview, and testing within Agile cycles, integrating insights into iterative testing cycles 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.