Christopher Lam Jr.

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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:** 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

Todd Agriscience   **Sep 2025 - Dec 2025**
UX Designer   *Remote*
- Drove the migration of the internal design system from iCloud Numbers to Figma, establishing a scalable foundation for future product and brand initiatives.
- Defined a unified brand and component guideline, streamlining design-to-development handoffs and ensuring consistency across digital touchpoints.
- Designed the company's website, applying modern UI principles and a cohesive identity, elevating brand presence.

Schneider Electric   **Jun 2025 - Aug 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.

Air Force Civilian Service   **May 2024 - Aug 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   **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 & 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.