

# CYNTHIA PHAN

Student, UI/UX Designer | [cynthiaphan.code@gmail.com](mailto:cynthiaphan.code@gmail.com) | [linkedIn/cynthiaphan](#)

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## WORK EXPERIENCE

### WEB DEVELOPMENT INTERN

Exo – Metropolitan Transportation Network | Sep 2024 – Present

- Implement responsive web content, including articles and landing pages, using HTML and CSS within Orchard CMS.
- Design and integrate Figma prototypes for new digital content, ensuring a seamless translation from design to development.
- Conducted quality assurance and accessibility testing on web content to ensure a consistent, flawless user experience.
- Manage the integration and distribution of email newsletter.

### MEDICAL TECHNOLOGIST

CHUM – Centre Hospitalier de l'Université de Montréal | Jun 2021 – Mar 2022

- Verify and ensure the integrity of data release.
  - Identify and verify the integrity of biological specimens, ensuring accuracy and precision.
  - Perform quality control and quality assurance to maintain high standards of operation.
  - Troubleshoot and operate highly specialized equipments.
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## PROJECTS

### CREATING A CLAIM REQUEST LANDING PAGE & FORM

Exo – Metropolitan Transportation Network | Sep 2025

- Develop the information architecture for the landing page, ensuring all necessary information for filing a claim were clearly presented and easy to find.
- Adhere to stakeholders' (customer service and legal) needs and requirements through iterative design and communications.
- Integrate the landing page on Orchard CMS using HTML and CSS, ensuring a seamless and responsive experience across all devices.

### USER-FOCUSED SEARCH: INTEGRATING PARATRANSIT CARRIERS

Exo – Metropolitan Transportation Network | May 2025

- Improve information architecture by categorizing carriers into 'Public transit' and 'Paratransit' to enhance content organization and user findability.
- Enhance search functionality to allow for targeted searches by carrier type, reducing user friction and improving efficiency.
- Design a new, intuitive user interface for the carrier list, creating a clearer visual hierarchy and a simplified user experience.

### CREATING A LANDING PAGE DESIGN FOR A MARKETING CAMPAIGN: EXO MOMENTS

Exo – Metropolitan Transportation Network | Sep 2024

- Apply creativity and problem-solving skills to create unique, responsive design solutions addressing the marketing team's specific needs and requirements.
  - Balance creativity with usability to ensure visually appealing elements enhance user experience.
  - Integrate the landing page on Orchard CMS using HTML and CSS.
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## SKILLS

**SOFT SKILLS**     human-centered design, collaborative, communication, creativity and visual design, organized, problem-solving

**HARD SKILLS**     user interface design, user experience strategy, user research and analysis, prototyping and wireframing, information architecture, accessibility standards, usability testing, iterative design

TOOLS

Miro, Figma, Orchard CMS, Microsoft Dynamics 365, Git, GitHub, HTML, CSS, VSCode

EDUCATION

B.Sc., COMPUTER SCIENCE | University of Montréal

Dec 2025

DEC, BIOMEDICAL LABORATORY TECHNOLOGY | Dawson College

Jun 2021