

Emily Pho

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User Driven - Empathetic - Communicative - Collaborative - Creative - Proactive - Organized

Design Technologies

Sketch Git
Invision Photoshop
Figma HTML, CSS, JavaScript

UX Skills

Research Sketch, Wireframe, Prototype
Flowcharts, and Mind Maps Web and Mobile Design
Persona, Scenarios, Interview User and Usability Testing

Professional Experience

IT Support Technician | ITS Support Center at George Mason University | June 2017-Present

- Provided network, printer, computer, and gaming device support via appointment, walk-in, phone call, and live chat to students and faculty at George Mason University
- Taught people internet safety techniques and how to use different software and web programs and
- Trained new support technicians on customer service and housing technical support procedures

Front Desk Office Assistant | Elementary and Secondary Education at George Mason University | May 2017-Present

- Scheduled information session events for the program and prepared information packages and materials

Front End Web Developer | Association of Data Scientists and Data Engineers | Sep 2018-Feb 2019

- Communicated with my client to understand his goals and requirements for his [organization's website](#), and had weekly meetings to assess the development and performance of the website
- Evaluated the current site and looked for places where it could improve in usability and in user experience
- Performed research on other data scientist organizations and actively interviewed users as I was developing the website
- Sketched, wireframed, and prototyped the website with AdobeXD and Illustrator
- Coded the front end portion of the website using HTML, CSS, and Wild Apricot, and also applied SEO techniques

Education

BA - Information Technology,
Web Development and Multimedia
George Mason University (GMU)
Graduating May 2020, GPA 3.47

Activities

Daily UI (Design focused)
Reading UX Books
Following up on UX trends
VP of External Affairs for the Mason Machine Learning Club

Hackathons

MedHacks 2017
MedHacks 2018

Projects

[Bubble Tea Fan Club Website and Fugal Website \(Coding focused\) \(Finished\)](#)

- Designed and coded both websites with HTML, CSS, JavaScript

[GMU Item Exchange Website \(Design and UX process focused\) \(Ongoing\)](#)

- Lead a technically diverse group of people to create a website that could allow GMU students to get rid of unwanted textbooks and materials. As well as make it easier for students to search for books and materials needed for a class
- Followed a specific UX process of product definition, research, analysis, design and evaluation of the website
- Activities done so far: Creating persona, scenarios, and flowcharts; conducting interviews; sketching, wireframing, and prototyping with Sketch

[GetFit App \(Design and UX process focused\) \(Ongoing\)](#)

- Currently working on designing a workout planner for people who want to get fit at the gym and at home

[Mason Machine Learning Club Website \(Ongoing\)](#)

- Developed the George Mason Machine Learning Club's website, which is hosted on GitHub and is frequently updated for events, projects, and machine learning resources