

# GRANT HO

## CONTACT

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## SKILLS

### Software

Bootstrap, Django, C++, C, Flask, HTML/CSS, JavaScript, Node.js, Python, React, XML

### Data & Process Analysis

Excel, Python, SQL

### Design

Canva, Figma, Webflow, Wireframing

### Collaboration

Github, Trello, Asana

### User Research

Interviews, Surveys, A/B Testing, Personas

## PROJECTS

### Thank Blue

Web platform to express gratitude for COVID-19 frontline workers

### Plant Jammer

Web-based widget promoting sustainable eating and food waste elimination

## ADDITIONAL

30+ countries visited

Extreme skier

Training for 13.1 miles

## EDUCATION

### University of Michigan

Bachelor of Science in Information: UX Design, Minor: Computer Science

Ann Arbor, MI

May 2023

- **Cumulative GPA:** 3.879/4.0 **Major GPA:** 4.0/4.0
- **Awards:** James B. Angell Scholar, University Honors (5x)
- **Relevant Coursework:** Data Structures & Algorithms, Data-Oriented Programming, Entrepreneurial Creativity, Web Systems, Human-Computer Interaction, Statistics & Data Analysis, Product Development

### Queen Mary University of London

Study Abroad

London, UK

Spring 2022

## PROFESSIONAL EXPERIENCE

### Gopuff

San Francisco, CA

Product Management Intern

June 2022 - September 2022

- Achieved 0% batched out-of-sequence deliveries in collaboration with data science and UX research teams; gained legal sign-off from executive leadership
- Scoped driver drop-off challenges with data analytics team to improve overall ETA accuracy thus improving delivery partner and customer experience
- Supported PMs, design, analytics, and engineering setting KPIs and OKRs to align stakeholders to adjust product roadmap and enhance business processes

### Peachscore

Los Angeles, CA

Product Management Intern

July 2021 - September 2021

- Shipped new onboarding user interface with product designer and full stack engineer to improve user experience increasing conversion by 17%
- Managed different stakeholders analyzing needs and expectations to realign team based on different road blockers and requirements
- Documented user stories and created customer journeys to gather product requirements for future tickets in product roadmap

### Samsung

San Jose, CA

Product Planning Intern

May 2021 - August 2021

- Conducted market analysis on semiconductor industry with focus on AR/VR, Cloud, and 5G technologies boosting R&D for SSD metaverse applications
- Collaborated with business enablement and engineering teams for future semiconductor innovation identifying cost savings of 3%
- Consulted with Fortune 500 companies to understand semiconductor and memory needs creating benchmarks to meet customer demands

### Warmly, (YC S20)

San Francisco, CA

Chief of Staff

June 2020 - August 2020

- Implemented front-end improvements on user dashboard with HTML/CSS, JSON, and React.js increasing user satisfaction by 70% and click-through rate by 45%
- Improved email automation system using Firebase and REST API to streamline marketing campaigns and provided existing customers weekly data insights
- Spearheaded growth initiatives developing user surveys and conducting customer interviews to build ideal customer profiles achieving \$4.5k MRR

## LEADERSHIP

### Foodtrip

June 2021 - February 2022

Co-founder

- A social platform for foodies and friends to find restaurants near and far
- Assembled team and navigated startup life including software development, product design, VC funding, and development of team culture

### Collegiate Soccer Society

May 2019 - November 2020

Co-Founder, Executive Board Member, Software Developer

- Orchestrated world-wide soccer conference with celebrity speakers discussing economics, statistics, and culture surrounding U.S. soccer
- Executed front-end of website to capture large attendance and easy-to-use interface for attendees (<https://cssmichigan.com>)