GRANT HO

CONTACT

✉ gho@grantho.com

📞 303.619.3434

🏠 grantho.com

in linkedin.com/in/gho

📍 Denver, CO

SKILLS

Software
Boostrap, 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

Studied abroad in London

Extreme skier

Training for 13.1 miles

EDUCATION

University of Michigan   **Ann Arbor, MI**
Bachelor of Science in Information: UX Design, Minor: Computer Science   **April 2023**
- **Cumulative GPA:** 3.884/4.0 **Major GPA:** 4.0/4.0
- **Awards:** James B. Angell Scholar, University Honors (5/5 semesters), Gerald P. Miller Teamwork/Collaboration Award UMSI Expo, Abby Efrem Renaissance Award

PROFESSIONAL EXPERIENCE

Workit Health   **Ann Arbor, MI**
UX Design Consultant   **September 2022 - April 2023**
- Wire-framed high fidelity electronic health record prototype in Figma based on UX requirements - ultimately communicated design to SWEs to build
- Led 8 user interviews among 3 different stakeholder groups (clinicians, billing, counseling) to understand pain points of users and build UX requirements
- Conducted comparative/competitive analysis, heuristic analysis, and usability tests during research presenting findings to VPs of the company

Gopuff   **San Francisco, CA**
Product Management Intern   **July 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 2022 - September 2022**
- 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**
- Piloted 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,   **Mountain View, CA**
Chief of Staff/Software Engineering Intern   **June 2020 - August 2020**
- Implemented front-end improvements on dashboard with HTML/CSS, JSON, and React 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

Collegiate Soccer Society
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)