

GRANT HO

CONTACT

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- 📍 Denver, CO

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

- Studied abroad in London
- Extreme skier
- Training for 13.1 miles

EDUCATION

University of Michigan

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

- Cumulative GPA: 3.879/4.0 Major GPA: 4.0/4.0
- Awards: James B. Angell Scholar, University Honors (5x)

Ann Arbor, MI

April 2023

PROFESSIONAL EXPERIENCE

Workit Health

UX Design Consultant

Ann Arbor, MI
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

Product Management Intern

San Francisco, CA
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

Product Management Intern

Los Angeles, CA
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

Product Planning Intern

San Jose, CA
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,

Chief of Staff/Software Engineering Intern

Mountain View, CA
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>)