

John Ho

UX Researcher

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EDUCATION

University of Washington Seattle, Bachelor of Science in Informatics Fall 2021 – Spring 2023

Human-Computer Interaction Focus | 3.93 GPA, 2x Annual Dean's List

Relevant Coursework: Research Methods, Value Sensitive Design, Information Ethics and Policy, Design Systems for Digital Experiences, Cooperative Software Development, Interaction Design, Cultural Analytics

Highline Community College, Associates of Arts in Computer Science Fall 2019 – Spring 2021

Running Start Program | 3.69 GPA, 2x President's Honor Roll

PROJECT HISTORY

Moments – Lead Developer, *University of Washington Capstone, Seattle, WA* February 2022 – Present

- Led research protocols for ideating wireframes and user personas in coordination with 4 developers
- Implemented 3 specialized qualitative research protocols to **assess market interest and client satisfaction** through multimodal interviews with 50+ respondents
- Conducted 4 rounds of **A/B and usability tests** with interactive Figma prototypes and Expo Go simulators
- Developed app branding website and currently **managing external beta testing** via iOS TestFlight

Scoolwise – UX Researcher, *University of Washington, Seattle, WA* February 2023 - March 2023

- Adopted **VSD methodologies** with tripartite investigation to develop a scalable design solution providing equitable academic and career support for undergraduate students
- Delivered empirical research through 2 rounds of structured interviews and performed line by line **transcript qualitative coding** from 23 university students in underrepresented communities
- Derived key insights to create a value-oriented Figma deliverable and provided **research documentation** in 31-page project report

MusicRoom – UX Researcher, *University of Washington, Seattle, WA* February 2022 – March 2022

- Employed **design methods techniques** to compose a networking app for collaborating college musicians
- Directed a **user-centered design approach** through 2 rounds of low-fi and hi-fi prototype interviews in developing user personas, product structure, and usability test protocols
- Documented design changes based on **user feedback** across 3 iterations of Figma and Adobe XD prototypes

ADDITIONAL PROJECTS

- Built a design system portfolio for Seattle Public Schools' website to **promote IA and accessibility features**
- Produced DC-inspired educational comic on media representation using **cultural analytics methodologies**
- Made visual media to **communicate market impacts and ethics** of AI technology and gaming IoT in esports
- Designed website content highlighting temporal elements on the evolution of developing rhythm games

LEADERSHIP

WINFO | *University of Washington, Seattle, WA* Fall 2022 – Present

- Volunteering at hosted hackathons with 150+ students to learn about the iSchool and informatics
- Mentoring teams of high school students in learning Figma practices and design conventions

CORE SKILLS

User Research, Qualitative Research, Stakeholder Management, Interaction Design, Storyboards, Wireframes, Prototypes, Contextual Inquiry, Usability Testing, Design Systems, Cultural Analytics

TOOLS

Figma, VSCode, Git, GitHub, JavaScript, React, HTML/CSS

INTERESTS

User psychology, product design, graphic arts, OSINT research, AI modeling

LANGUAGES

English, Vietnamese