

# Lananh Ho

## User Experience Designer

UX designer with a background in chemical engineering. Experienced in process improvement with a keen eye for identifying inefficiencies and gaps. Data-driven and detail-oriented.

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[PORTFOLIO PLACEHOLDER]

### WORK EXPERIENCE

#### Senior Engineer Peoples Gas

Sept 2021 - Present

- Facilitate usability testing on newly released applications used by construction crews and redesign wireframes to reduce input error
- Perform QA testing to identify flawed logic and collaborate with developers to implement improvements
- Onboard and mentor new employees on processes and procedures
- Lead weekly workload meeting to resolve resource needs and challenges

#### Engineer Peoples Gas

Sept 2016 - Aug 2021

- Designed and developed Microsoft Access database allowing many roles to manage customer interaction and appointments within a project
- Analyzed monthly key performance indicators and presented findings to senior management

#### Engineering Intern Owens Corning

Sept 2015 - Dec 2025

- Designed and developed Microsoft Access database to easily log and track temperature adjustments between multiple users

### ACTIVITIES

#### Health & Wellness Lead Women's Development Network

Jul 2022 - Present

- Organized 2022 Making Strides Against Breast Cancer Fundraising Campaign and led team to raise over \$64k

#### Board Member Catalpa Condominium Court Association

Feb 2021 - Present

- Spearheaded multiple capital projects including a 40k boiler replacement project

### TOOLS / LANGUAGES

Figma • CSS • HTML • JavaScript • Excel

### SKILLS

- Data Analysis
- Usability Testing
- Accessibility Design
- User Research
- Wireframing & Prototyping
- Information Architecture Design
- UI Design

### EDUCATION

#### Frontend Development for Designers Certificate

CareerFoundry

Feb 2023

- Built portfolio website using HTML, CSS, and JavaScript

#### User Experience Design Certificate

CareerFoundry

Dec 2022

- Designed and prototyped a finance-management mobile application in Figma

#### Bachelor of Science Chemical Engineering

University of Michigan - Ann Arbor

May 2016