

Ho Tsun Matthew Ho

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EDUCATION

University of California, San Diego

Graduation Date December 2018

Bachelor of Science in Cognitive Science specializing in Human Computer Interaction

Relevant Coursework: Design in Development | Human Computer Interaction Design Studio | Interaction Design | Interaction Design Start Up

PROJECTS

It's All About the Kids

La Jolla, California

UX Designer and Project Manager

November 2017 - January 2018

- Researched a bottleneck check-in system in a food bank and shortened its process from two minutes to twenty seconds by creating a solution using a search system via smartphones and computer.
- Designed functionalities for check-in and collected data to generate visualization. Designed in-app function to keep track of check-in roster as well as a check-in method on mobile.

Collaborative Travel Itinerary

La Jolla, California

UX Designer and Project Manager

March 2017 - June 2017

- Establishing interviews and A/B testing to determine between design choices and solve the problem of not being able to create travel itinerary with a group of friends using digital tools.
 - Designed tools to organize trip planning information such as keeping track of airfare tickets and hotel information as well as location suggestions, planning agenda and shared map.
 - Designed an user profile and sharing function to encourage collaboration between users.
 - Acquired third most funding in a mock investor meeting between 11 teams by identifying a market need for an easy to use, highly customizable itinerary planner and creating a prototype which generates an optimal route for the locations listed on the itinerary.
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PROFESSIONAL EXPERIENCE

Sandbox VR

San Diego, California

Customer Service Representative

Jan 2020 - Current

- Ensures guests have an unforgettable experience in virtual reality by operating sessions and providing great customer services.
- Instructs new hires on troubleshooting equipment and resolving issues when experience is behaving abnormally.

Hong Kong Squash, Hong Kong

Hong Kong, China

Program Coordinator Intern

June 2016 - October 2016

- Advertised Junior League Squash Certification Exam with 40 participants by promoting through social media sites with photographs and stories from previous attendees.
 - Coordinated with internal staff and accommodated coaches and sponsors in Hong Kong Squash Open with 64 athletes from 14 different countries by acting as a translator between Chinese and English.
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LEADERSHIP EXPERIENCE

Alpha Phi Omega

La Jolla, California

Interchapter Affairs Chair

May 2017 - June 2018

- Revamped a dance competition with over 12 universities in California with over 700 participants by including dance performances from local dance teams to selecting a new venue after assessing previous events to provide a better experience for the audience.
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