

# Ho Tsun Matthew Ho

<https://matt-hoht.github.io/> | [matt.hoht@gmail.com](mailto:matt.hoht@gmail.com) | (619) 432-9428

---

## 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

**Skills:** User Research | Rapid Prototyping | Experience Strategy | Interaction Design | Information Architecture | User Interface Design | Usability Testing | Graphic Design | Interviews | Surveys | Card Sorting | Ethnography | Participatory Design | Task Analysis | Personas | Wireframes | Competitive Analysis | Experience Maps | Scenarios | Mental Models | User Journeys | Storyboards | Task Flows | HTML/CSS | React | Bootstrap | Adobe XD | Sketch |

---

## 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.
- 

## 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.
- 

## 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.