

Carrie Mah

UX Designer & Front-end Developer

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Creating delightful digital solutions to make people lives easier and improve how they accomplish day-to-day tasks. Understands users, designs, and iterate well-thought-out interfaces using multi-disciplinary skills. Passionate about STEAM, technical literacy, and women in tech initiatives.

Education

Bachelor of Science with Internship in Computer Science

UNIVERSITY OF CALGARY

Calgary, Canada

September 2011 - December 2017

- Concentration in Human Computer Interactions and minor in Visual Studies, GPA 3.37/4.0

Skills

Skills	Interface, interaction & visual design, sketching, wireframing, rapid prototyping, information architecture, website design, user research, usability testing, competitive analysis, requirements gathering
Tools	Adobe Creative Suit (Illustrator, Photoshop), Axure, Moqups, Git, Bash, LaTeX
Web Technologies	HTML5, CSS3, Sass/Less, JavaScript, Angular.js, PHP, Wordpress

Relevant Experience

Digital UX Designer - Co-op Student

H&R BLOCK CANADA

Calgary, Canada

May 2016 - Present

- Design tax forms, flows, and features by gathering requirements and dissecting competitor flows using Moqups and Axure.
- Plan usability studies, analyze participants in thinking aloud tests, and compile reports with recommendations.
- Implement front-end changes using HTML, CSS, and Angular.js, provide code reviews, and perform quality assurance.
- Analyze feedback surveys & NPS comments to present trends in Tableau, and provide usability improvements.
- Created guides to maintain code consistency and improve on-boarding for the UX team using Confluence and Axure.
- Collaborate with multiple teams to discuss user needs, provide feedback, and improve designs. Contributions helped significantly increase user base, NPS scores, and NPS comments for the 2016 tax software.

Developer Intern

CRITICAL MASS

Calgary, Canada

May 2015 - August 2015

- Collaborated with an interdisciplinary team to create a strategic plan, creative design, social campaign, technical document, and a prototype in HTML5, Less, and Javascript for a mobile application where users rate accessible businesses.
- Designed and developed mobile capabilities, a blog, and event calendar in an existing Wordpress site using HTML, CSS, and Javascript; this included a detailed end user document discussing how to use the site.
- Developed design layouts into responsive prototypes using HTML, Sass, Middleman, Adobe CQ5, and Grails.

Undergraduate Research Assistant

INNOVATIONS IN VISUALIZATION LABORATORY, INTERACTIONS LAB

Calgary, Canada

May 2013 - April 2016

- Sketched and prototyped a visualization in Processing (Java) representing products as fingerprints.
- Designed and presented a workshop paper and poster at an IEEE VIS workshop and Canadian Women in Computing conference.
- Analyzed qualitative data using open coding practices and contributed to a paper on how non-scientific disciplines utilize Large, High-Resolution Displays, presented at the Interactive Tabletops & Surfaces conference.

Related Projects

Designer & Developer

UNDERSTANDING THE COMPUTER SCIENCE DEGREE

University of Calgary

February 2016-April 2016

- Designed and developed a visualization to help students and staff members better understand the degree at the University of Calgary using Javascript (D3.js), HTML5, and CSS3.
- Created a data set provided by the university, analyzed it using Tableau and NodeXL, and presented trends about the data set.

Designer & Developer

Calgary, Canada

THE RECIPE HELPER

November 2015

- Designed a prototype to optimize the recipe flow for novice chefs by providing a hands-free way to follow a recipe using HTML5, CSS3, Javascript, Leap Motion Javascript API, and reveal.js.
- Awarded Most Useful at a Javascript competition and showcased in a Maker Faire at a student technology conference.

User Experience and Interface Designer

Calgary, Canada

EDU APP CHALLENGE ZERO TO HERO

November 2015

- Collaborated with a small team to create an interaction flow using pen and paper, created graphic design assets using Adobe Illustrator, and designed the prototype using PencilCase.
- Awarded Third place and People's Choice in a challenge helping students critically think about the content they place on social media with a gamified mobile application.

Volunteer Experience

Project Manager

Calgary, Canada

SUPPORTWORKS

August 2016 - February 2017

- Coordinated with students and SupportWorks leaders to update content, develop a brand style, and create a new Wordpress site.
- Advised and assisted developers on best practices, processes, and tools for web development and Wordpress.

Digital Projects Team Lead & Events Coordinator

University of Calgary

WOMEN IN SCIENCE AND ENGINEERING

April 2015 - Present

- Planning academic, industry, and social events including logistics, sponsorship, and advertising.
- Improved the club's online presence and sponsorship by creating a design brand, website, and sponsorship packages.

Lead Instructor

Calgary, Canada

LADIES LEARNING CODE

May 2013 - Present

- Assist workshop attendees with their technical educational pursuits.
- Created slide decks for Girls Learning Code workshops in Scratch, HTML, CSS, branding, and design.
- Modified slide decks for a Ladies Learning Code workshop geared for artists to create a one page website in HTML and CSS.

Conferences

Speaker

Calgary, Canada

GEEKY SUMMIT

November 2016

- Spoke alongside Chic Geek's Founder and Honourable Stephanie McLean about personal experiences as a women in technology and the importance of grants to help improve the lives of women and girls.

Panelist

Calgary, Canada

CODE DOCUMENTARY SCREENING

July 2016

- Featured as one of three panelists with moderator Aaron Chatha from Metro Calgary to discuss personal experiences about women in technology and encourage participants to pursue the field.

Presenter

Ottawa, Canada

CANADIAN CELEBRATION OF WOMEN IN COMPUTING

January 2016

- Led a workshop for over 100 participants on using Google's Design Sprint methodology to evangelize design thinking and best mobile design practices.

Awards

- 2017** Accenture's Grace Hopper Scholar
- 2016** Faculty of Science Dean's List (GPA 3.88/4.0)
- 2015** Computer Science Undergraduate Society Award