

Carrie Mah

UX Designer & Front-end Developer

Contact

- [Email](#)
- [Medium](#)
- [Linkedin](#)

Skills

Skills

- Interface, interaction & visual design
- Sketching, wireframing, rapid prototyping
- Unmoderated & moderated usability testing
- Competitive analysis, user research
- Requirements gathering, prioritization

Tools

- Adobe Creative Suite (Illustrator, Photoshop)
- Axure, Moqups
- Git, Bash

Web technologies

- HTML5, CSS3, Sass/Less
- JavaScript, Angular.js
- PHP, Wordpress

Education

- Bachelor of Science with Internship in Computer Science (GPA 3.37/4.0)
- University of Calgary (Sep 2011-Dec 2017)
- Concentration in Human-Computer Interaction and minor in Visual Studies

Creating delightful digital solutions to improve how people accomplish day-to-day tasks. Focuses on making people's lives easier by researching and better understanding them, designing well-thought-out interfaces, testing ideas, and developing solutions.

Related Experience

May 2016 - Present

Digital UX Designer (intern)

H&R Block Canada

[Software](#) | [Video](#) | [Co-op Moments](#)

UX & UI Design

Design tax forms, flows, and features by gathering requirements and dissecting competitor flows using Moqups and Axure. Collaborate with multiple teams and helped significantly increase user base, NPS scores, and NPS comments.

Design Research

Plan usability studies, analyze participants in thinking aloud tests, and compile reports with recommendations. Analyze feedback surveys & NPS comments to present trends in Tableau, and provide usability improvements.

Front-end Development

Implement front-end changes using HTML, CSS, and Angular.js, provide code reviews, and perform quality assurance. Created guides to maintain code consistency and improve on-boarding for the UX team using Confluence and Axure.

May 2013 - April 2016

Research Assistant (undergrad)

Innovis Group, Interactions Lab

[Case study](#) | [Paper](#) | [Poster](#)

Research

Analyzed qualitative data using open coding practices and contributed to a [paper](#) on how non-scientific disciplines utilize Large, High-Resolution Displays.

Design & Development

Sketched and prototyped a visualization in Processing (Java) representing products as fingerprints.

Communication & Presentation

Designed & presented a [workshop paper](#) and a [poster](#) at various technical conferences.

Awards

- Accenture's Grace Hopper Scholarship, [2017](#)
- Faculty of Science Dean's List (3.88/4.0), [2016](#)
- Computer Science Undergraduate Society Award, [2015](#)
- Premier's Citizenship Award, [2011](#)

Conferences

- Geeky Summit, [2016](#): shared a story to promote Alberta Status of Women's grants
- CODE Documentary Screening, [2016](#): shared stories with two other panelists, encouraging others to join the tech field
- CAN-CWiC, [2016](#): presented a mobile design workshop using Google Design Sprint
- CUCSC, [2015](#): led a design workshop & presented a topic on volunteerism

Projects

- Understanding the CPSC Degree, [2016](#): Data analysis, UX & visual design, sketching, development
- Recipe Helper, [2015](#): UX & visual design, sketching, prototyping, usability testing
- Zero to Hero, [2015](#): User research, information architecture, UX & visual design, prototyping
- Recipe Team Helper, [2015](#): User research, personas, sketching, prototyping

Volunteer Experience

Aug 2016 - Feb 2017

Project Manager

SupportWorks

[Website](#)

Design

Coordinated with students and SupportWorks leaders to update content, develop brand style, and create a new Wordpress site

Development

Advised developers on best practices, processes, and tools for web development and Wordpress

April 2015 - Present

Digital & Events Coordinator

Women in Science & Engineering

[ProtoChallenge 2017](#) | [Website](#)

Event Organization

Planning academic, industry, and social events including logistics, funding, and advertising

Design

Designed sponsorship packages and a website to online presence, increase funding, understanding about the club.

May 2013 - Present

Lead Instructor

Ladies Learning Code

[Software](#) | [Video](#) | [Co-op Moments](#)

Communication

Increase technical literacy for adults and children by instructing topics on HTML, CSS, branding, video editing, design tools, and Scratch game design.

Design

Redesigned slides based off content from Ladies Learning Code and Making Makers.

Carrie Mah

UX Designer with a multi-disciplinary skillset

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Creating delightful digital solutions to improve how people accomplish day-to-day tasks. Merges technical, design, and research skills to understand users and design well-thought-out interfaces. 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
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

- Gather requirements, dissect competitor flows, and design tax forms and flows using Moqups and Axure.
- Plan and moderate usability studies, analyze participant videos, and compile reports with recommendations & priorities.
- Implement front-end changes using HTML, CSS, and Angular.js, provide code reviews, and perform quality assurance.
- Created guides to maintain code consistency and improve on-boarding for the UX team using Confluence and Axure.
- Collaborate with multiple teams to improve designs, provide feedback, and discuss user needs. 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 to 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 the 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

THE RECIPE HELPER

Calgary, Canada

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

ZERO TO HERO

Calgary, Canada

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 the Edu App Challenge to helping students critically think about the content they place on social media with a gamified mobile application.

Volunteer Experience

Project Manager

SUPPORTWORKS

Calgary, Canada

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 2 developers on best practices, processes, and tools for web development and Wordpress.

Digital Projects Team Lead & Events Coordinator

WOMEN IN SCIENCE AND ENGINEERING

University of Calgary

April 2015 - Present

- Planning over 5 academic, industry, and social events including logistics, sponsorship, and advertising.
- Improved online presence and raised over \$2000 in sponsorship by creating a design brand, website, and sponsorship packages.

Lead Instructor

LADIES LEARNING CODE

Calgary, Canada

May 2013 - Present

- Assisted hundreds of workshop attendees with their technical educational pursuits.
- Created slide decks for Girls Learning Code workshops instructing on Scratch, HTML, CSS, branding, video editing, and design tools.
- Modified and instructed a Ladies Learning Code workshop to encourage artists to create an online portfolio in HTML and CSS.

Conferences

Speaker

GEEKY SUMMIT

Calgary, Canada

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

CODE DOCUMENTARY SCREENING

Calgary, Canada

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

CANADIAN CELEBRATION OF WOMEN IN COMPUTING

Ottawa, Canada

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 Scholarship
- 2016** Faculty of Science Dean's List (GPA 3.88/4.0)
- 2015** Computer Science Undergraduate Society Award