LAM PHAM

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User Experience Designer motivated by user satisfaction.

The opportunity to create and rethink interfaces to make software pleasing for everyone to use is what drives me to design. The experiences I gained have taught me a lot about user behavior and how I can design for not only the business but also the users.

EDUCATION

University of California, San Diego – Cognitive Science – Human Computer Interaction, Expected 2019

COURSEWORK

- Java Object Oriented Programming
- Interaction Design
- Data Structures and Algorithms
- Discrete Math for Computer Science

PROJECTS

TOTAL BODY DEVELOPMENT   **January 2017 - Present**
- Conducted user research, competitive analysis, storyboarding, wire framing, prototyping, and built the resulting web app with HTML, CSS, and AJAX.
- Handled need finding, user testing sessions, as well as A/B testing with Google Analytics to utilize the UX methodology to increase the usability of the resulting product, a workout app tailored to beginners.

TRITON BITES   **December 2015 - Present**
- Developed and designed an intuitive mobile Android app to fetch menu data for UCSD dining halls.
- Applied knowledge of Java programming and HTML to apply the JSOUP library to scrape UCSD dining hall menus and list them in a more readable manner.
- Gained knowledge in Android development and testing as well as UX design and data structures.

EXPERIENCE

USER EXPERIENCE INTERN, CUBIC CORPORATION; SAN DIEGO, CA   **May 2017 - Present**
- Streamlined business process in SAP to drastically improve efficiency and reduce chances of error by working with users to remove unnecessary steps and reorganize interface elements.
- Designed and developed user interfaces and flows for said processes for ease of use, legibility, and visual attractiveness as well as create a Cubic style guide for future designers.
- Presented final redesigned business processes to users, managers, and executives.

INSTRUCTOR, CODING4YOUTH; CUPERTINO, CA   **June 2016 - May 2017**
- Instructed students of all grade levels from elementary to high school the basics of coding.
- Utilized the Greenfoot Java IDE to educate students of beginner skill level the essentials of object oriented programming in Java.
- Taught higher level students the more advanced topics of Java such as recursion and data structures.

TECH MENTOR, SEVEN TREES LIBRARY; SAN JOSE, CA   **February 2013 - July 2014**
- One on one instruction to visitors in a variety of technological applications including but limited to, Microsoft Office, email skills, mobile device troubleshooting, and internet skills.
- Assisted others with computer programming help such as Java and C as well as device troubleshooting and optimization such as switching out RAM and laptop tune ups.
- Promoted to instruct a class of around 20 students to learn the basics of computing.

SKILLS

LANGUAGES: Java, Javascript, C, C++, HTML/CSS, XML, Bash
TOOLS: Android SDK/Studio, Adobe Creative Suite, Microsoft Office, Vim, Unix, Google Analytics
COMMUNICATION: English, Vietnamese, Spanish (limited working proficiency)