



Emily Pho

emily.pho@gmail.com - 808.256.1118 - Fairfax, VA - [linkedin.com/in/emilypho](https://www.linkedin.com/in/emilypho) - emilypho.github.io
Creative - Open-Minded - Collaborative - Empathetic - Organized - Communicative

Education

BA - Information Technology,
George Mason University
Graduating May 2020, GPA 3.50

Activities

Following up on UI/UX trends
Member - Korean Student Organization
Member - Primary Dance Crew

Technologies

Axure - Balsamiq - Sketch - Invision
Atlassian (JIRA & Confluence)
HTML - CSS - Bootstrap - JavaScript

UX Skills

Usability Research
Web and Mobile Design

Sketch, Wireframe, Prototype
Persona, Scenarios, Interview

Flowcharts, and Mind Maps
User and Usability Testing

Professional Experience

User Experience (UX) Intern | ICF International in Fairfax, VA | May 2019-Present

- Worked with project teams to do a variety of UX related work: user research testing, tree testing, and prototyping
- Completed a comparative analysis of health websites/apps and then presented my findings to the client
- Identify user experience and design problems for a health app and presented my review to the programmers
- Developed a UX library for ICF's UX Team; and led a UX focus group to assess user needs and feelings before designing and developing the UX library

Front Desk Office Assistant | Elementary and Secondary Education at George Mason University | May 2017-Present

IT Support Technician | ITS Support Center at George Mason University | June 2017-August 2019

- Provided network, printer, computer, and gaming device support via appointment, walk-in, phone, and live chat
- Taught people internet safety techniques and how to use different software and web programs

Front End Web Developer | Association of Data Scientists and Data Engineers | Sep 2018-Feb 2019

- Researched similar organizations and conducted a UX review to improve usability and user experience
- Had weekly meetings with my client to assess the development and performance of the website, and to ensure that the website reflected his goals and requirements
- Sketched, wireframed, and prototyped the website with AdobeXD and Illustrator; Coded the front end of the website using HTML, CSS, and the content management system (Wild Apricot); and applied SEO techniques

Executive Assistant | Klas Telecom Incorporation in Washington, DC | June 2015-August 2016

- Completed data entry work for over 5,000 serial numbers into Salesforce.
-

Projects

Bubble Tea Fan Club Website (Coding focused) and Fugal Website (Solution and Design-focused)

- Designed and coded both websites with HTML, CSS, JavaScript, and Bootstrap

George Mason University Item Exchange Website (Design and UX process-focused)

- Lead a technically diverse group of people to conceptualize and create a prototype of a product that allows GMU students to exchange unwanted textbooks and materials
- Followed a specific UX process of product definition, research, analysis, design, and evaluation of the website
- Created personas, scenarios, and flowcharts; conducted interviews; sketched, wireframed, and prototyped with the Sketch application

Mason Machine Learning Club Website (Product)

- Developed and maintained the George Mason Machine Learning Club's website