

JONATHAN HO

UX DESIGNER AND SOFTWARE ENGINEER | SEATTLE, WASHINGTON

 www.jonho.me

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EXPERIENCE

FRONTEND ENGINEER

[Amazon \(Amazon Web Services\)](#) Dec 2021 – Present | Seattle, Washington

- Led the development of new features for Amazon Lightsail, impacting over 100,000+ active users.
- Developed frontend components using React/TypeScript with unit and integration testing to ensure high reliability.
- Improved metrics and dashboard visibility with 30% more coverage, processing over 300,000 logging events per hour.
- Collaborated closely with the Lightsail UX team to design intuitive user experiences, leveraging both technical and design expertise to address development constraints and propose user-centric solutions.

TEACHING ASSISTANT

[University of Toronto](#) Jan 2021 – Dec 2021 | Toronto, Ontario

- Mentored over 120 students in software engineering principles including agile methodology, design patterns, continuous integration and continuous deployment, and frontend development.
- Facilitated weekly tutorials and provided personalized and mentorship feedback on student projects
- Managed and maintained course resources and materials and resolved students' inquiries in a timeline manner.

USER EXPERIENCE DESIGNER

[Canadian Imperial Bank of Commerce \(CIBC\)](#) May 2019 – Aug 2020 | Toronto, Ontario

- Designed wireframes and prototypes to improve the user experience and ease-of-use of internal banking applications.
- Conducted user research studies and usability testing to gather user feedback and inform design improvements.
- Implemented a new design system to streamline development, improve design consistency, and facilitate faster handoffs to development teams.

USER EXPERIENCE DESIGNER AND SOFTWARE DEVELOPER - FREELANCE

[Creativ](#) June 2016 – Dec 2023 | Toronto, Ontario

- Provided comprehensive UX design and development services for individual and small business clients.
 - Collaborated closely with clients to understand their unique needs and deliver tailored solutions
 - Delivered custom web-based solutions, combining visual design, development, branding, and vector graphic design to create engaging and visually appealing websites.
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EDUCATION

MASTER OF INFORMATION

[University of Toronto](#) 2021 – Present | User Experience Design Concentration

HONOURS BACHELOR OF SCIENCE

[University of Toronto](#) 2016 – 2021 | Double major in Computer Science and Communication Technology

CERTIFICATIONS

GOOGLE UX DESIGN PROFESSIONAL CERTIFICATE

[Google, Coursera](#) 2021 | 7-course program focusing on UX foundations, user research and designing responsive prototypes

SKILLS

DESIGN Graphic design, UI/UX design, Interaction design, Accessibility (A11y), Figma, Adobe CC (Illustrator, Photoshop)

FRONTEND DEVELOPMENT HTML, CSS, JavaScript, React, Typescript, PHP, RESTful API, JSON, Web Accessibility (WCAG 2.0)

BACKEND DEVELOPMENT Python, Java, SQL

TOOLS Figma, Adobe CC (Illustrator, Photoshop), Sketch, Git, Agile/Scrum, Microsoft Office