# Sophia Ho

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## EXPERIENCE

### Design Consultant Intern | IBM
Sept 2026 - Present

Turning complex business problems into clear, engaging stories.

### Product Design Intern | Royal Bank of Canada
May 2026 - Aug 2026

Supported design of a unified client report platform condensing 6 legacy applications into a single interface. Crafted scalable UI components, resolved bugs, and presented solutions to stakeholders.

### Lead Designer | Greenhouse
May 2025 - Apr 2026

Owned the transformation of Greenhouse's digital operations by taking 12 years of design files into an asset library, saving employees 7+ hours weekly.

### Product Design Intern | MLAC
May 2023 - Aug 2025

Spearheaded the 0-to-1 development of an automated quote platform, driving a 20% increase in customer acquisition within 2 months of launch.

### Marketing & UX Intern | LCH Developments
Aug 2024 - Dec 2024

Designed and launched Webflow pages and marketing campaigns (TikTok/LinkedIn) to make property buying accessible to a broader, non-real-estate audience.

## EDUCATION

### University of Waterloo
2022-2027

Global Business & Interaction Design
Major with Co-op

**Relevant Courses:** Advanced User Experience Design and Research, Working in Teams and Project Management, Ethics and Values in Design
**Volunteer:** Art Executive @Game Design Club, Marketing Coordinator @UW CS Club, Event Coordinator @GBDA Society, Dance Captain @Dancing Soma

### Rome Art Program
Jun 2023 - Jul 2023

Fine Arts
Attended a study abroad in Italy, focused on watercolour and painting.

## SKILLS

**Tools:** Figma, Figma Make, Illustrator, Photoshop, Adobe XD, Webflow
Programming: HTML, CSS, p5.js, Premiere Pro, After Effects, Miro, Jira, LottieFiles
**UX:** Product Design, User Experience (UX), User Interface (UI), Prototyping, Design Systems, Interaction Design, Accessibility, Responsive Design, Design Thinking, Agile / Scrum, User Testing, Information Architecture

## AWARDS

1st Overall (UX/UWaterloo Designathon)
3rd Overall (UX Laurier Designathon)
Best Pitch (UX Laurier Designathon)