

Solomon Ho

UX/UI DESIGNER

CONTACT

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SKILLS

Software

Figma, Sketch, Invision, Zeplin, Adobe XD, Adobe Photoshop, Miro.

Research

User research, user interviews, user personas, competitive analysis, usability testing, user journey mapping, and information architecture.

Design

Sketching, wireframing, prototyping, interaction design, visual design, UI design, mobile design, responsive web design, and accessibility.

PROFILE

I am a UX/UI Designer with a background in the automotive industry. This helped me develop a strong empathic foundation toward users from a customer service lens. I am excited by the development of UX in the AR/VR space and how user accessibility and inclusive design will look on this new horizon.

PROJECTS

UX/UI Designer | [Rescu](#)

JAN 2022 - APR 2022, CASE STUDY

- Sole UX Researcher and UX/UI Designer for iOS native app, Rescu.
- Developed accompanying style guide, design system, and marketing website.
- **Software used:** Figma and Invision.

Team Lead, UX/UI Designer | [Shopify Hackathon](#)

MAR 2022, SHOPIFY 24-HOUR HACKATHON

- Led a cross-functional agile team to solve how to leverage Shopify's ecosystem to make entrepreneurship more accessible.
- Contributed as UX Researcher and UX/UI Designer, and compiled the presentation for stakeholders.
- **Software used:** Figma, Zeplin, Miro.

EXPERIENCE

Service Coordinator | Auto West Group

SEP 2019 - 2022, RICHMOND, BC

- Solved vehicle issues for clients and mitigated escalations, achieving customer satisfaction above 90% as per Customer Satisfaction Index (CSI) scores.
- Generated service appointments for dealership clientele through outbound contact and capitalized on 80% of all inbound inquiries.
- Upsold clients with promotions on service contributing to 12% increased revenue during high season.

Customer Relations Coordinator | OpenRoad Auto Group

APR 2018 - 2019, RICHMOND, BC

- Designed a new customer contact method for sales promotion, increasing sales event attendance by 15%.
- Managed CRM system and tested new customer experience strategies through iterations while promoting customer retention.

Passenger Service Agent Supervisor | Airport Terminal Services

JUL 2012 - 2016, RICHMOND, BC

- Restrategized new inbound passenger reception process to improve passenger satisfaction by 20% as per YVR Airport analytics.
- Supervised and scheduled passenger service agents in assisting specific contracted airlines.

EDUCATION

BrainStation | Diploma, User Experience Design

JAN 2022 - APR 2022, BRITISH COLUMBIA, CA

University of British Columbia | Bachelors in Arts, Major English Literature

SEP 2012 - MAY 2017, VANCOUVER, BC