

# Solomon Ho

## UX/UI DESIGNER

### CONTACT

solomon.ho92@gmail.com  
604-771-2660  
[linkedin.com/in/solomon-ho](https://www.linkedin.com/in/solomon-ho)  
[solomonho.com](https://solomonho.com)

### SKILLS

#### Software

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

#### Design

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

#### Research

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

### PROFILE

I am a UX/UI Designer, with years of professional experience in the automotive industry. This enabled me to develop a solid empathic foundation for users from a customer service lens. I use the human-centred design process as I naturally advocate for the user while keeping a business' goals. I am passionate about user experience and user accessibility in SaaS app solutions.

## 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

- Collaborated with a cross-functional agile team throughout design process; solving how to make entrepreneurship more accessible.
- Designed and delivered wireframes, user stories, user journeys, and mock-ups.
- **Software used:** Figma, Zeplin, Miro.

## WORK EXPERIENCE

---

### Service Coordinator | Auto West Group

SEP 2019 - 2022, RICHMOND, BC

- Addressed client needs and solved client problems, achieving customer satisfaction above 90% as per the 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 and tested a new customer contact method for sales event promotion, resulting in increased sales event attendance by 15%.
- Managed CRM system and tested new customer reminder strategies through multiple iterations.

### Passenger Service Agent Supervisor | Airport Terminal Services

JUL 2012 - 2016, RICHMOND, BC

- Redesigned new inbound passenger reception process, improving 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