

Matthew Pham

UX DESIGN & DEVELOPMENT

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EXPERIENCE

Enterprise Mobility—Rental Management Trainee

10/2023 – Present · San Jose, CA

- Manage and execute branch business operations at the busiest local rental car branch with the largest fleet in San Jose.
- Initiate, develop, and maintain sales and service relationships with large automotive dealerships, body shops, and insurance companies to provide customers with replacement vehicles.
- Excelled service standards to achieve the highest region 3-month customer service quality index score of 95 and a 6-month score of 94. Awarded the Enterprise Service Cup for achieving the best service score in the entire northern California region.

Freelance UX Consultant—UX Designer & Developer

08/2019 – 02/2024 · Remote

- Led the design and development of digital products and responsive websites for small businesses and organizations.
- Collaborated with stakeholders to define business needs and product requirements, provided guidance on modern web technologies, and recommended appropriate solutions.
- Visualized and communicated design concepts to stakeholders by creating wireframes, interactive prototypes, user personas, journey maps, and other design artifacts with Figma and code.
- Created design systems and responsive component libraries following WCAG 2.x usability and accessibility standards. Extensively researched UX literature, research, best practices, and trends.

PROJECTS

Evolve Gym Management Web Application—UX Designer & Developer

10/2022 – 03/2023

- Designed and developed a full-stack web application with authentication and operational dashboards to help gym personnel check in and manage members.

UX Interview Handbook—UX Designer & Developer, Maintainer

05/2022 – 03/2023

- Created an open-source website to help UX practitioners prepare for job interviews by writing an overview of the UX interview process. Developed with Docusaurus and deployed on Cloudflare Pages with ~2,000 unique monthly users.

EDUCATION

University of California, Davis—B.S in Cognitive Science, specialization in computation (AI)

09/2013 – 12/2018

Relevant Coursework: Programming in C, Object-oriented Programming in C++, Data Structures & Algorithms, Theory of Computation, Algorithm Design & Analysis, Programming Languages, Research Methods, Cognitive Development, Cognitive Psychology, Cognitive Neuroscience, Emotion Psychology, Perception, Statistics, Logic Probability & AI, Minds Brains & Computers

SKILLS

Front-end Development
User Experience Design
User Interface Design
User Research
Design Systems
Accessibility

User & Task Flows
Information Architecture
Prototyping
Usability Testing

Figma
GIT, HTML, CSS
JavaScript, TypeScript
React, NEXT.js, APIs
TailwindCSS, GSAP
Storybook, Jest, RTL
WCAG 2.0
VSCode
Microsoft Power Platform

INTERESTS

Film & Digital Photography
Formula 1
Outdoor Adventures
PC Gaming

ONLINE COURSES

Georgia Tech HCI
Google Product Design
MDS Shift Nudge
Udemy Web Development