

Carol Ho

Research-driven designer with 5-year digital product design experience.

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Sep.2021 - Jun.2022

Product Designer, Convoy Inc

Designed a coherent, industry-leading product for carriers with designers, product managers, researchers, developers, and data scientists.

Created a new payment experience within book loads workflow that allows the carriers to select payment speed and check payment summary on the app.

Designed and validated a new search experience for carrier marketplace to help carriers find loads more efficiently.

Spearheaded usability studies to learn about improvement opportunities and helped inform the current product roadmap for contract loads.

Aug.2020 - Aug.2021

Product Designer, VISION MEDIA

Designed an RWD video streaming service and its content management system, now it serves more than ten national libraries and schools in Taiwan.

Defined the north star vision in the product planning meetings, and helped prioritize the MVP features by balancing the business goals, user goals, and technical constraints.

Aug.2014 - Aug.2018

Application Design Consultant, IBM Taiwan

Collaborated with project managers, UI designers, developers, and other consultants to deliver enterprise digital products.

Conducted research on organizational structures and workflows with multiple stakeholders.

Co-designed customer service portal with clients to deliver wireframes, flowcharts, and prototypes.

Designed a portal that supported business operations to manage third-party payment partners.

Figma / Sketch / Adobe CC

HTML / CSS / python / javaScript

Affinity Diagramming /
Contextual Inquiry / Competitive
Analysis / Survey /
Storyboarding / User Journey
Mapping / Usability Testing

May.2019 - Jun.2021

Carnegie Mellon University

Master of Design for Interactions

Sep.2010 - Jun.2014

National Taiwan University

Bachelor in Information Systems