Chi Pham

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EXPERIENCE

Q by TENET, New York, NY — *Product Designer*

JUL 2023 - PRESENT

Lead the complete design lifecycle of a comprehensive AI solution, including a desktop application and additional offerings like web-based solutions and plugins. Collaborate with cross-functional teams, including developers and product managers, to ensure design implementation.

EY Design Studio, New York, NY — *DesignOps Coordinator*

FEB 2021 - JUL 2022

Led as the knowledge manager on EY systems throughout the firm's project life cycle. Collaborated with leadership on existing process initiatives to identify potential business. Maintained and created documentation to aid understanding of EY project requirements.

EY Financial Services, New York, NY —*Technology Consultant*

SEP 2019 - FEB 2021

Designed platform interface and created prototypes for 2 main processes to streamline procedures and improve user experience. Performed analysis on the current state of the IT system including holding stakeholder interviews, and researching client technology to identify gaps and advise improvements for the future state.

goPuff, Philadelphia, PA — *Territory Growth Analyst*

MAR 2018 - DEC 2018

Analyzed data for future and existing delivery zone evaluation. Assisted Lead Project Manager in creating project schedules, and tracking status reports for 10 projects with Agile methods.

EDUCATION

Parsons School of Design, NY — *Master's in Professional Studies*

AUG 2022 - DEC 2023

Major: Digital Product Design

Temple University, PA — *Bachelor's in Business Administration*

AUG 2015 - SEP 2019

Majors: Management Information Systems and Marketing

Honors: Cum Laude

SKILLS

Product Design (Figma)

Business Intelligence (SQL, Excel)

Data Visualization (Tableau)

Photography (Lightroom)

AWARDS

EY IdeaLab Product Design Challenge - Finalist (2020)

AIS National Data Analytics Challenge - 1st place in Design Track (2018)

CLIENT PROJECTS

Each Moment We're Alive, Inc - Website Redesign (2023)

Zea Education - Website Design (2022)