

Lem Phan

USER EXPERIENCE RESEARCHER

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EDUCATION

Master of Public Health in Community Health and Prevention

0 Class of 2024

Master of Science in Information candidate - Human-Computer Interaction and User Experience

0 Class of 2025

DSPH & CCI, Drexel University, Philadelphia, PA.

*Dean's List Award; 1st Place GHHS Healthcare Barrier Hackathon;
1st place - The 6th Annual Health Care Management Case Competition⁽¹⁾;
Anti-Racism APE Funding Award⁽²⁾; Dornsife's 5th Annual Case Competition Winner; etc.*

Bachelor of Science in Product Design

0 Class of 2020

College of Design - School of Art + Design, University of Oregon, Eugene, OR.

ISSS Endowed Scholarship

WORK EXPERIENCE

Project Intern⁽²⁾

0 2023 - 2024

US Environmental Protection Agency (EPA), Region 3, Philadelphia, PA.

- Developed a communication tool to integrate a walk-through demonstration focused on cumulative impacts of the ToxPI application and related information to public health assessment and public access.
 - Data collection of characteristics administrative databases (Census variables, EJScreen, CDC SVI, etc.,)
 - Linking environmental justice for the investigation thorough characterization of community health disparities across demographic, social, and behavioral characteristics and distribution of high-hazard facilities.
- Systems Thinking • Public Health & Health Care Systems • Planning & Management to Promote Health

Lead Designer, Project Coordinator III

0 2023 - Now

The PHAN Lab, Drexel University, Philadelphia, PA.

- Oversee and supported planning and execution of NIH/FDA-funded cigarillo smoking public education study, covering protocol development, participant recruitment & communication materials, enhancing overall research effectiveness;
 - Expert in mixed-methods research design audits, specializing in health communication and technology-based sensory lab experiments. Proficient in designing impactful visual communications, utilizing tools: REDCap/Qualtrics
 - Leverage the use of technology-based sensory lab experiments and health communication research design, to promote the overall research's effectiveness and the creation of innovative and inclusive solutions for all.
 - Offered design solutions that effectively solved problems and enhanced advertising goals of the study, including a variety of publications, digital displays, and websites.
 - Collaborate closely with cross-functional teams to ensure that research insights were integrated into the development, ensure adherence to timelines and provide actionable recommendations of the research project.
- Statistical Data Analysis • QUAN + QUAL research • Behaviour research • Health communication

Grad Research Assistant, User Experience Designer

0 2023 - 2024

Dr. Eberth's Research Lab, Drexel University, Philadelphia, PA.

- Conduct comprehensive methodologies such as interviews, surveys, usability testing, and contextual inquiries to understand stakeholders' needs, behaviors, preferences, and interactions to success Pls' requests
 - Develop and execute usability testing plans to evaluate the effectiveness to utilize crucial design software skills to facilitating concise communication and effective design tools for NIH-funded Community Partnerships to Advance Science for Society (ComPASS) virtual conference through WHOVA - event management platform.
- Research support • Accessibility design • Administrative duties • User research strategy and development

[\(Learn more in LinkedIn >>\)](#)

PROJECTS

⁽¹⁾ C.A.N. (Care, Access, Nourish) PHILLY DO IT? [\[Link\]](#)

⁽²⁾ Mapping Relations Between Bodies, Land, And Data Among PFAS-Contaminated Communities [\[Link\]](#)

Kid Interactive Buddy App [\[Link\]](#)

TrackGuard Pack App [\[Link\]](#)

[\(View more projects on Websites >>\)](#)

SPECIALIZED SKILLED

01 - Technical

Data visualization Human-centered design Behavioral Interviewing Survey Administration
Usability Prototypes Adobe Creative Suite Inclusive Design Outcome Evaluations

02 - Language

VIETNAMESE
Mother language