NAISHA S. P. HO

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PROFILE

Interactive media designer with a background in quality assurance (QA) and technical writing, passionate about exploring and implementing unique digital solutions driven by a strong visual narrative.

EXPERIENCE

Imagine Cities (Remote)

Design Lead, Volunteer • Jan. 2025 – Aug. 2025
- Conducted QA of website redesign and launch via GitHub Issues, seeing a 31–52% increase in user engagement and reducing bounce rate by 8.4%.
- Prototyped sign-in flows in Figma to enable user-specific feature access and profile creation.

UI/UX Designer, Volunteer • Jan. 2024 – Jan. 2025
- Collaborated with developers, designers, and the founder to redesign Imagine Cities' website, updating brand guidelines and digital touchpoints like newsletters and stakeholder decks to improve brand voice.

Pacston Technologies (Remote)

Academic Document Reviewer • Oct. 2024 – Apr. 2025
- Edited four legal documents daily for accuracy, formatting, and grammar; provided feedback to writers and coordinated with internal teams to resolve project issues promptly.

Academic Document Writer • Jan. 2024 – Oct. 2024
- Drafted three STEM-based immigration documents daily, distilling complex topics into clear prose for USCIS while maintaining a 4.6/5 reviewer score.

Tikkle Scientific (Mississauga, ON)

PCR Lab Technician • Oct. 2021 – Dec. 2022
- Performed 100+ qPCR COVID detection assays daily with high accuracy, reporting results in a timely manner to maintain film schedules and promote a safe work environment.

Virox Technologies Inc. (Oakville, ON)

QA Lab Technician • Jul. 2019 – Oct. 2021
- Monitored quality of raw materials and finished products via hourly line inspections and lab analyses, ensuring compliance with Quality Management System and ISO standards.
- Coordinated cross-department communication to sustain production during COVID-19, training an additional 30% of new production staff.

EDUCATION

College Diploma, Interactive Media Design • Seneca Polytechnic • 2023
- 4.0 GPA, graduated with High Honours.

H.B.Sc., Biochemistry • University of Guelph • 2019

CERTIFICATIONS & SKILLS

Certifications: Machine Learning by Stanford University & DeepLearning.AI (Coursera, 2023) • Certificate in Business (University of Guelph, 2020) • ISO13485:2016 - Medical Devices Quality Management Systems (BSI, 2020)
Design & Prototyping: Figma • Adobe Creative Suite (Photoshop, Illustrator, InDesign, After Effects, XD) • Krita
UX & Web Development: Hotjar • Google Analytics • HTML5 • CSS • Webflow • Squarespace • GitHub