

Julia Lam

julialam2510@gmail.com | (856) 562-8496 | Sicklerville, NJ | **LinkedIn:** [/in/julia-g-lam/](#)
Portfolio: [julialam.net](#) | **Github:** [/JuliaLam](#)

EDUCATION

New Jersey Institute of Technology

B.S. Computer Science Major, Design of the User Experience Minor

Albert Dorman Honors College, Ying Wu College of Computing

Expected Graduation: May 2026

GPA: 3.98/4.0

Newark, NJ

- **Relevant Coursework:** Designing the User Experience, Discovering User Needs for UX, Database Systems Design and Management, Intro to Psychology, Foundations of Cyberpsychology, Data Structures and Algorithms, Discrete Math, Computers, Society, and Ethics

SKILLS

- **Design:** Figma, Procreate, Enterprise Design Thinking, Wireframing, Prototyping, UX Writing, Visual/UI, UX Research, Information Architecture, Journey Mapping, Storytelling, Empathy, Active Listening, Relationship Building, Innovation, Adaptability
- **Development:** Java, Python, C++, PHP, SQL, Oracle, HTML/CSS, Swift

EXPERIENCE

Technical Writer II

EHS Technologies

August 2024 - Present

Virtual

- Improve the end-user experience of NAVSEA Command Logistics data visualizations and databases through the application of design thinking practices in tandem with development to modernize outdated software.
- Leverage Microsoft PowerBI and Microsoft Excel to provide technical support services for the design, maintenance, and upgrade of NAVSEA Command Logistics Technical Data and associated logistics processes.

Graphic Designer and Social Media Manager

Vietnamese Student Association

September 2023 - Present

Newark, NJ

- Research and analyze cultural influences and social media statistics to gather qualitative and quantitative data to support design ideas for club social media posts, posters, and advertisements.
- Translate user insights into appealing graphic designs and visual assets using Figma and physical design mediums including pen, pencil, and different types of papers to promote club events and the club mission and culture.

IBM Accelerate Design Track

IBM

June 2024 - July 2024

Virtual

- Conducted in-depth UX research for a final track project, utilizing user interviews, surveys, personas, and various analysis methods to gather insights. Led usability testing for a popular social communication software, leveraging tools like Figma, Procreate, and Miro to visualize findings and iterate on design solutions.
- Strengthened design thinking skills through one-on-one mentoring sessions with design professionals, achieving the IBM Enterprise Design Thinking Practitioner certification, and refining past case studies.

Software Engineering Research Assistant

NJIT JerSE Lab

September 2023 - December 2023

Newark, NJ

- Improved the security, quality, and functionality of a Java program by reducing the amount of possible null pointer exceptions from 40+ to 0 utilizing the Checker Framework Nullness Checker.
- Increased usability of the Checker Framework manual for future users by identifying inconsistencies and missing instructions within the manual.

PROJECTS

ASCEND [UX/UI, App, Case Study]

UX Designer and Researcher

- Engaged in user research and utilized Figma and Procreate to fully design and prototype a rock climbing tracking and training app.
- Utilized journey maps, personas, competitive research, and wireframing to facilitate the creation of a design that fulfills all user wants, needs, and solves identified pain points.

Discord Deep Dive [UX Research, Case Study]

UX Researcher

- Conducted user interviews and utilized surveys, affinity mapping, personas, and A/B testing to conduct UX research to analyze and identify common user issues that affect customer satisfaction while using the mobile and desktop versions of the communication app Discord.
- Created mock-ups and prototypes of different Discord mobile UI informed by UX Research findings to facilitate easier navigation and improve user engagement and retention.

CERTIFICATIONS

Enterprise Design Thinking Practitioner - IBM, 2024

IBM Accelerate Design Track Graduate - IBM, 2024