

Derek Jeffrey Ho

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US Citizen / Singapore PR

Education

Virginia Tech, M.S.
Industrial and Systems
Engineering
Human Factors - Human
Computer Interaction
Blacksburg, VA, 2016

President of Human Factors and
Ergonomics Society- Virginia
Tech Chapter

Virginia Tech, B.S.
Industrial and Systems
Engineering
Blacksburg, VA, 2012

Skills

Research
Persona Development
Competitive Benchmarking
Contextual Inquiry
Heuristic Analysis
A/B Testing
Surveys
Task Analysis
User Testing

Design
Storyboarding
Wireframing
Prototyping (HW & SW)
Behavior Specifications

Tools
Axure
Balsamiq
Figma

Experience

Dell Technologies, Singapore

User Interface Principal Engineer, Feb 2020 - present

- Lead UX research and UX design for all keyboard & mouse programs (gaming and commercial).
 - o Collaborate with project managers, industrial designers, marketing planners, engineering, and software developers from concept to launch to ensure UX requirements for stakeholders.
 - o Conduct requirements gathering, competitive benchmarking, and user studies to identify user needs and recommend solutions for product development.
 - o Create workflows and specifications to define hardware and software behavior and validate through user testing.
 - o Have completed 22 programs as UX lead from concept to launch across keyboard, mouse, audio, and webcam portfolios across entry-mainstream-premium tiers
 - o Notable projects include: Dell Ultrasharp Webcam (Gold Winner of Spark 2021 Design Awards), Dell KB900, Dell MS900, Alienware Pro Mouse and Keyboard, Alienware 420K
- Perform front-end research for new technologies and designs
 - o Collaborate with advanced engineers to define and validate innovative ideas and features to be used in future programs.
 - o Recognized ideas include: keycap dish design, mouse form factors, zero-backlight design, 5 way mouse scroll

Keysight Technologies, Loveland, CO, USA

Usability Engineer, July 2016 - Jan 2020

- Lead UI/UX as lead usability engineer for BenchVue platform applications and IO Library Suite, software used by electrical engineers to connect, control, automate, and capture measurements with instruments.
 - o Programs included: connectivity utility, lab management, individual device UI, onboarding and home page redesign, and licensing standard implementation.
 - o Collaborated with product managers, software developers, technical writers, marketing, and support team to design and develop mockups and prototypes, and test implementation of product features to restore mental model for users and promote transfer of learning suffered from previously failed redesigns.
- Usability engineer for PathWave Test, a cloud-based application for test development, and test station management.
 - o Worked with product owner, developers, and users in an agile development environment to define, test, and iterate on prototype software UI
- Member of Keysight UI Council to help conduct employee training on usability practices and the creation of UI design standards for all Keysight products.