

# Danny Ho

M.A.Sc., B.A.Sc. Honours, Systems Design Engineering

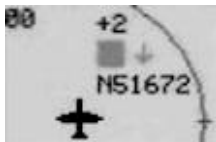
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**Objective** Research and industry focus in Medical and Engineering Systems, *User Experience*, *User Interface Design*, and *Human Systems*.

**Skills Summary**

- Passionate, creative, outgoing, and motivated team player.
- Outside-the-box problem solver, yet seeking the *appropriate balance* between project resources, technological limits, and customer requirements.
- Visual Basic, Frontpage, InterDev, Visio, Windows products, Javascript, HDML, HTML, ASP, WML, Matlab, C++, PhotoDraw, MS Paint, Photo Editor.

**User Experience Qualifications**



- Fidelity Prototyping, Design Walkthroughs, Discount Usability, H/OO/Keystroke Task Analyses, Anthropometrics, Cognitive Ergonomics, and Work Domain Analysis (WDA).
  - **Voice-enabled cell phone music service.** The user says the radio station he's listening to, and receives an email with the current song name and merchant links.
  - **In-car GPS route advisory application.** It sends and retrieves road network information and calculates the optimal travel routes to the desired destination(s).
  - **Enhanced aircraft TCAS2 collision displays.** To gain increased pilot trust in collision warnings, concepts were applied to investigate trust-promoting interfaces.

**Education**

M.A.Sc., Systems Design Engineering  
Sept., 2002 – Dec., 2003 **University of Waterloo**

- Investigated Work Domain Analysis (WDA) and Ecological Interface Design (EID) methods applied to collision detection and avoidance in the aviation domain.

B.A.Sc. Honours, Systems Design Engineering  
Sept., 1997 – May, 2002 **University of Waterloo**

- Specialized in Human Systems Engineering and received Management Sciences Option.

**Academic Involvement**

"Ecological Interface Design in Aviation Domains: Work Domain Analysis of Automated Collision Detection and Avoidance ", (with CM Burns). *Proceedings of Human Factors and Ergonomics 47th Annual Meeting*, 2003.

## Academic Involvement

Presentation: "Ecological Interface Design in Aviation Domains: Improving Pilot Trust in Automated Collision Detection and Avoidance", *Human Factors and Ergonomics Society 47<sup>th</sup> Annual Meeting*, 2003.

"Experimental Methods Review in Aviation Displays and Trust in Automation", *Human Systems in Systems Design Engineering Tech Report Series HSSD-03-05*, 2003.

"An EID Approach to Examining TCAS 2 Automation", *Human Systems in Systems Design Engineering Tech Report Series, HSSD-03-02*, 2003.

## Industry Experience

Mar. – April., 2004 **Solutions Outside the Box, Inc.**  
*Human Factors Interface Designer* Toronto, ON

- Designed new operator screens for a proposed central control room at an Australian refinery facility.
- Conducted user requirements analysis and applied ecological interface design philosophies to produce displays to help optimize process control and quality of plant yield.

May – Aug., 2001 **Microsoft Corp.**  
*Program Manager, MSTV Prototyping* Redmond, WA

- Designed and prototyped new advertising service for MSTV Advanced.
- Managed project flow & scope, and specification requirements.
- End result of the successful internship was a medium fidelity prototype for showcase at industry trade shows.

Sept. – Dec., 2000 **724 Solutions Inc.**  
*UI Analyst, User Experience* Toronto, ON

- Expressed creativity and skill diversity by creating automatic WML scripting tool, usability lab logging tool, and a searchable product specs database to improve prototyping process.
- Adopted product performance test procedures through microbrowser test planning, requirements analysis, task analysis, and competitive analysis.

Jan. – April, 2000 **RM Systems Integrators**  
*Industrial Controls Integrator* Toronto, ON

- Learned to adapt UI Design to industrial processes. Designed and implemented industrial operator touchscreen interfaces to improve operator task performance.

## Hobbies & Interests

- Mountain biking, squash, badminton, volleyball
- Woodworking, electronics building, arts & crafts, cooking
- Hiking, camping, campfires, the great outdoors
- Discovery Channel, Speed Channel, The Learning Channel
- Canadian Citizen