

Michelle Mathew

(267)264-7108 | mmathew862@gmail.com | [linkedin.com/in/michelle-mathew-](https://www.linkedin.com/in/michelle-mathew-) | michellemathew.myportfolio.com/

EDUCATION

Temple University

Bachelor of Business Administration in Management Information Systems

Minor in User Experience and User Interface Design

Honors: Temple University Honors Program, Fox Honors Program

Awards: Alwine Family Scholar, Goldfield Honors Scholar, Howard Gittis Endowed Scholar

Coursework: User Experience, Data and Analytics, Data Science, Web Application Development

Expected Graduation: May 2027

GPA: 3.57

EXPERIENCE

Information Technology Assistant | Fox School of Business

August 2025 – Present

- Support professor in learning for 75+ students through office hours and in-class assistance.
- Evaluate assignments and provide technical support to improve digital literacy and engagement.

Technology Consultant | Temple TECH Center

May 2025 – Present

- Collaborate in a fast-paced tech support team to resolve 50+ device issues weekly, improving reliability and user satisfaction for faculty and students.
- Assist numerous laptop and SD card transactions/returns to facilitate smooth operations.

Director of Mentorship | Association for Information Systems

April 2025 – Present

- Coordinate semesterly mentor-mentee pairings, including reaching out to alumni to strengthen students' networks and enhance program participation.
- Organized events to strengthen mentor-mentee relationships and assign 3 deliverables for each pair to complete before the deadline.

PROJECTS

Team UX Designer | MIS3506 UX Course

January 2025 – March 2025

- Researched and reimagined usability issues within the Talent Acquisition page of Workday.
- Led user interviews and heuristic evaluations to identify pain points in navigation and page layout.
- Designed low-fidelity wireframes in Miro visualizing efficient workflows and improved content structure, laying the foundation for high-fidelity prototypes.

Team Designer | International Paper Challenge

January 2025 – March 2025

- Designed a wireframe illustrating the structure of an AI-driven analytics platform to detect biofilm in the paper and packaging industry's water sources.
- Conducted research on machine learning and sensor data integration to model real-time biofilm detection.

Team Consultant | Total Life

January 2024 – May 2024

- Collaborated with the CEO and HR representative to analyze recruitment trends, identifying onboarding challenges and compiling solutions to improve retention and optimize the process.
- Organized and presented a comprehensive summary of solutions to improve student retention rates, including insights from faculty surveys, university representation, and diverse demographic needs.

SKILLS & ACTIVITIES

UX Design & Research: User-Centered Design, Wireframing, User Flows, Journey Mapping, Usability Testing, Accessibility & Inclusive Design

Design & Visualization: Figma, Miro, Canva, Tableau, Adobe Photoshop, Adobe Illustrator

Programming: HTML, CSS, JavaScript

Data & Analytics: MySQL, Python, Excel

Collaboration & Communication: PowerPoint, Word, Outlook

Certificates: Figma Essential Training, Introduction to Artificial Intelligence

Activities: Mastercard Career Readiness Program; Executive Board, Association for Information Systems; Member, Business Honors Student Association; Volunteer, Philadelphia Animal Welfare Society