# Michelle Mathew

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## EDUCATION

**Temple University**                               **Expected Graduation:   May 2027**
*Bachelor of Business Administration in Management Information Systems*                               *GPA: 3.57*
*Minor in User Experience and User Interface Design*
**Honors:** Temple University Honors Program, Fox Honors Program
**Awards**: 2nd Place - AIS National International Paper Challenge

## EXPERIENCE

**Information Technology Assistant | Fox School of Business**                               **August 2025 – Present**
- Supported **75+** students in learning **Python** through office hours and in-class assistance.
- Evaluated assignments and provided technical support to improve digital literacy and engagement.

**Technology Consultant | Temple TECH Center**                               **May 2025 – Present**
- Collaborated in a fast-paced tech support team and resolved **50+** device issues weekly, improving reliability and user satisfaction for faculty and students.
- Assisted with numerous laptop and SD card transactions/returns to facilitate smooth operations.

**Director of Mentorship | Association for Information Systems**                               **April 2025 – Present**
- Arranged a peer mentorship program with **72** students and an alumni mentorship program connecting **48** alumni and students.
- Organized mentor-mentee pairs using **Excel**, strengthening students' professional networks.
- Coordinated events and developed three deliverables, improving program participation.

## PROJECTS

**Project Team UX Designer | CropLife International**                               **October 2025 – December 2025**
- Conducted a user interview with a Research and Development Scientist to gather insights on the behaviors, pain points, and usability needs to create product design decisions.
- Designed high-fidelity wireframes and integrated an AI agent to streamline user workflows and improve overall task efficiency.
- Created a clickable prototype in **Figma** to visualize key user journeys and gather feedback from the Research and Development Scientist.

**Project Team UX Designer | UX Design Course**                               **September 2025 – October 2025**
- Researched and reimagined usability issues on the Talent Acquisition page of Workday.
- Led user interviews and heuristic evaluations to identify pain points in navigation and layout.
- Designed high-fidelity wireframes in Miro, visualizing efficient workflows and improved content structure, laying the foundation for the final prototype.

**Team Designer | International Paper Challenge**                               **January 2025 – March 2025**
- Designed wireframes illustrating the structure of an AI-driven analytics platform to detect biofilm in the paper and packaging industry's water sources.
- Researched machine learning algorithms and sensor data integration to support real-time biofilm detection modeling.

## ACTIVITIES

**Volunteer | Philadelphia Animal Welfare Society**

## SKILLS

**UX Design & Research**: User-Centered Design, Wireframing, User Flows, Journey Mapping, Usability Testing, Accessibility & Inclusive Design, Figma, Miro, Canva, Tableau, Adobe Photoshop, Adobe Illustrator
**Technical**: HTML, CSS, JavaScript, MySQL, Python
**Certificates**: Figma Essential Training, Introduction to Artificial Intelligence