

Portfolio: <https://emmamohs.com> • [linkedin.com/in/emmamohs/](https://www.linkedin.com/in/emmamohs/) • momomohs66@gmail.com • 505-860-3439 • Madrid, Spain

Professional Summary

Fulbright Finalist and UX/UI Designer with 3+ years shaping product experiences in fast-moving, regulated industries like healthcare, fintech, and gaming. Known for balancing hands-on design ownership with a collaborative, positive approach. Pursuing a Master's at IE Business School to deepen expertise in AI, business strategy, and CX transformation.

Education

IE Business School — Master's in Customer Experience & Innovation (Exp. Jul 2026), Madrid, Spain

Pitzer College — B.A. Human Centered Design & Data Science, Summa Cum Laude (2021–2025), Claremont, CA

Work Experience

UX Researcher

Sept 2024 - May 2025

Claremont Graduate University Gaming and Interactive Technology Lab

- Led a year-long research initiative exploring engagement in gaming communities, recruiting and interviewing 25+ users.
- Synthesized qualitative insights into personas, frameworks, and opportunity areas to guide product direction.
- Increased engagement by 50% through clear improvements in flows and interaction design.
- Delivered a final experience with 90% user satisfaction, improving clarity and discoverability.

Product Design Intern

May 2024 - Aug 2024

West Monroe Partners

- Owned the design of a high-priority communications feature within a multi-stakeholder financial platform.
- Identified workflow inefficiencies and service gaps, informing improvements that reduced loan processing time.
- Partnered cross-functionally to translate designs into 30+ actionable tasks, improving alignment and delivery speed.
- Developed reusable design systems, cutting hand-off time and ensuring consistency across touchpoints.

UX/UI Designer

Aug 2023 - May 2024

AltGrowth LLC

- Led end-to-end design across five early-stage products, considering both user experience and operational constraints.
- Created intuitive, conversion-driven web and mobile interfaces, improving usability and user retention.
- Used analytics and A/B testing to inform improvements, driving +200 new customer accounts.
- Collaborated with engineering and product teams to balance design intent with technical feasibility.

Behavioral Therapist

Aug 2023 - May 2024

ACES Autism Center

- Provided ABA therapy to children diagnosed with autism or other developmental disabilities.
- Facilitated a safe and enjoyable learning environment, teaching skills in communication, daily living, and emotional regulation.
- Collaborated with providers and caregivers to design learning programs tailored to client needs.

Skills & Tools

User Experience (UX) Design

Systems Thinking

Journey Mapping

Figma

User Interface (UI) Design

Artificial Intelligence (AI)

Usability Testing

HTML & Python

Human Centered Design

Prototyping

Cognitive Psychology

Agile Methodology

User Research

Interaction Design

Data Analysis

Business Innovation

Mockups & Wireframing

Web Accessibility

Workshop Facilitation

Stakeholder Management

Languages

English (Native); Spanish (Advanced); Navajo (Intermediate)

Leadership & Awards

President, Claremont Foxes D1 Rugby 2023–2025 — Raised \$129K, recruited 80+ players, and led a highly competitive sports team, demonstrating leadership, effective interpersonal communication, and project management abilities.

Fulbright Finalist 2025

Personal Interests: rollerskating, nature illustration, stand-up comedy, and watching the sunset