

MINH THI NGOC PHAM, doctoral candidate**CURRICULUM VITAE**

School of Information Science and Learning Technologies, University of Missouri

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EDUCATION**Ph.D. student in Information Science and Learning Technologies**

- University of Missouri, Columbia, MO (August 2016 – present)
- *Emphasis Area*: SocioTechnical-Pedagogy Design for Human-Centered Online Learning, Game-based learning, User Experience Design, Data Analytics
- *Relevant coursework*: Designing Games for Learning, Designing Online Learning, Needs Assessment for Instructional Design, Human Computer Interaction, Multivariate Analysis, Generalized Linear Modelling, Structural Equation Modelling, Data Management and Analysis

M.Ed in Globalization and Education Change (June 2014 - May 2016)

- College of Education, Lehigh University, Bethlehem, PA
- *Emphasis Area*: Instructional Technology
- *Relevant coursework*: Basic Multimedia Programming and Resource Development for Learning, Advanced Multimedia Programming and Resource Development for Learning, Online Teaching and Learning, Technology for Teaching and Learning, Instructional Design

Exchange Student in TEA program (January - March 2014)

- College of Education, Bowling Green State University, Bowling Green, Ohio
- Attended a two-month exchange program for international teachers sponsored by the Bureau of Educational and Cultural Affairs of the US Department of State.

M.A., English Linguistics and Culture (September 2008 - December, 2010)

- College of Foreign Languages, Vietnam National University, Hanoi
- *Emphasis area*: English linguistics

B.A., English Language Teaching (September 1999 - June 2003)

- College of Foreign Languages, Vietnam National University, Hanoi
- *Emphasis area*: English linguistics

PROFESSIONAL EXPERIENCE

2019- present Graduate Research Assistant, School of Information Science and Learning Technologies, University of Missouri, Columbia, USA

- designed and developed online learning content and activities
- conducted usability testing
- facilitated online learning discussion forums

2017 - 2019 Intern at Missouri Small Business and Technology Development Center, University of Missouri, Columbia, USA

- retrieved data from public databases and conducted data wrangling and analysis using R and Tableau for research projects in regional economic development
- evaluated economic impacts of federal and state funded projects on the state of Missouri, using IMPLAN as a tool to build input-output models;
- conducted research and build pricing models;
- conducted literature reviews to identify existing and developing tools, identifying available data sources to help evaluate the efficacy of selected tools, and developing profiles describing preferred implementation methods within the state of Missouri;
- Co-wrote a successful grant proposal on using ([the Institute for Research on Innovation & Science](#)) data to evaluate economic impacts of funded projects to [the Institute for Research on Innovation & Science](#)

2016 - 2019 Research Assistant at IE Lab at the University of Missouri

[Time Up and Go Test \(TUG test\): Kinect-based Fall Risk Evaluation and Feedback](#)

[System](#), Fall 2016, Role: team member

- Conducted usability testing and offered refinement of the Kinect-based fall risk evaluation and feedback system for elderly users called the TUG (Time Up and Go) test developed by Dr. Phillips Lorraine and Mizzou engineering students. Fall 2016. role: team member

[Usability Research for St. Charles City County Library Website](#), Spring 2017, Role: team member

- Identified the usability and user experience issues in the prototype for the new St. Charles City-County Library (SCCOL) website.

[PUSH: An open source mobile platform for media organizations](#), Fall 2017, Role: project lead

- Conducted the usability study for the Push app, an open-source mobile platform for media organizations to build their own mobile news apps for news distribution. Specific tasks: conducted a task-based analysis, a heuristics design review, and a mobile device test on the MeydanTV and the Bivol apps — two apps designed and developed on the Push platform — to thoroughly identify the usability and the issues of the apps built on the platform. Fall 2017.

[Media Innovation Space: A Comparative Systems Review](#)

Phase 1. Technology/System Review & Needs Assessment

- Conducted technology/system review and needs assessment for Dr. Ferrier's Media Innovation Space, a tool that is intended to offer a Grow-in-Place model that may consist of a distributed, hybrid online/face-to-face offerings in which users may create profiles, showcase their work, access resources for Just-In- Time learning, and foster strategic partnerships. The primary audience for the Media Innovation Space is student entrepreneurs and the space will serve as a virtual accelerator for startups run by journalist students.

Phase 2. Sitemap & Wireframe Prototype Development

- Created workflows for the site: graphical representation of actions and activities of users on site
- Developed a basic sitemap for the site: important for understanding the content organization
- Developed low fidelity wireframe prototypes for the site: generated wireframes to show

page structure and content requirements for individual pages. (Design tools: Axure RP and Balsamiq software)

LeXMizzou — a Learning Expedition@Mizzou, Fall 2017, team leader, workshop host

- provided a presentation on how to conduct usability studies for the LeXMizzou student teams.
- led a team to design, develop, and evaluate a location-based augmented reality mobile game around the campus of the University of Missouri-Columbia.

Mobile Applications for Microlearning: A Review of Academic and Industry Implementations

2005 - 2014 Teacher of English, Lao Cai High School for Gifted Students, Lao Cai City, Lao Cai Province, Vietnam

INSTRUCTIONAL DESIGN EXPERIENCE

- Spring 2019 - Summer 2019: I worked with Dr. Xinhao Xu to design the Virtual Reality (VR) environment to host commencement ceremonies for distant students and design and develop learning activities for students to explore the opportunities for learning and teaching with VR.
- Spring 2018,
 - worked with Dr. Rose Marra to design and develop learning contents on data reuse and ethics of using big data for a data ethics course: an online course for undergrad and grad students.
 - worked with Dr. Sandra Erdelez to develop contents for remote usability testing: an online course for undergrad and grad students.
- Fall 2017, I worked with Dr. Denis Adkins to develop content on how to create a story map using ArcGIS: an online course for grad students.
- Spring 2016, I worked with Dr. Sandra Erdelez to develop contents on concepts relevant to Information Behavior: a face to face course for doctoral students.

TEACHING EXPERIENCE

- Fall 2019 - May 2020: I worked with Dr. Hyerim Cho as a TA to evaluate the usability of the course in Foundations of Library and Information Science, providing design recommendations, and to facilitate discussions.

Teacher of English, Foreign Language Department (September 2005 - June 2014)

- Lao Cai High School for Gifted Students, Lao Cai city, Vietnam
- Taught English for students majoring in English as well as students majoring in other academic subjects; training students with English content knowledge for regional and national contests for excellent students; led and collaborated with other teachers in the department in curricular and instructional building and design for ESL teaching and learning at high school level

Teacher of English, Foreign Language Group (September 2003 - August 2005) - Bat Xat High School, Bat Xat district, Lao Cai province, Vietnam

- worked as a teacher of English for students, most of whom were low-performing students from disadvantaged socio-economic family backgrounds

Teacher Trainer of Teacher Training Summer Courses for High School Teachers of English (2005 - 2014)

- Lao Cai Department of Education and Training, Lao Cai Province, Vietnam
- Assisted with the design of training contents and the training of high school teachers of English as a Second Language in Lao Cai province

Teacher Trainer of Teacher Training Courses for High School Teachers of English (2012-2014)

- National Foreign Languages Project 2020, Ministry of Education and Training
- Assisted with the design of training contents and the training of high school teachers of English as a Second Language in the Northeast of Vietnam

HONORS & AWARDS

Global Tiger Scholarships, Mizzou Alumni Association (Fall 2020). Read more about this scholarship [here](#).

Dr. David H. Jonassen Endowment in Information Science Scholarship, College of Education, University of Missouri (2020-2021). Read more about Mizzou College of Education Scholarships [here](#).

Focus on Teaching and Technology Conference Scholarship (Fall 2019). Read more about the scholarship [here](#).

Walter Scott Monroe Research Fellowship Fund (\$1,000), College of Education, University of Missouri (2019-2020). Read more about Mizzou College of Education Scholarships [here](#).

LIS Education and Data Science for the National Digital Platform (LEADS-4NDP) fellowship (\$5,000) (2018- 2019). Read more about the fellowship [here](#).

- Project: *The Repository Analytics and Metrics Portal (RAMP)*

Mizzou Professional Presentations Travel Scholarship for 2019 AECT Conference in Las Vegas (Fall 2019) and for 2019 CIES Conference in San Francisco (Spring 2019). Read more about the scholarship [here](#).

UREAG travel grant recipient for 2019 CIES Conference in San Francisco (Spring 2019) and for 2018 CIES Conference in Mexico City (Spring 2018) . Read more about the grant [here](#).

Institute for Research on Innovation & Science (IRIS) Research Award (Co-PI) (\$15,00), (granted but deferred since the PI is not yet a doctoral candidate) (2018 - 2019). Read more about the grant [here](#).

- Project: *Economic Impacts of Social Innovations Grants*

Student Teaching as Research (STAR) grant (PI) (\$750) (2018 - 2019). Read more about the grant [here](#).

- Project: *Students as Co-Designers of Learning Contents using OpenSim VR tool*

Don & Rice Scholarship (\$1,800), College of Education, University of Missouri (2018-2019). Read more about Mizzou College of Education Scholarships [here](#).

Mizzou Graduate Professional Council (GPC) travel award (\$300) for 2018 CIES Conference in Mexico City (2018). Read more about this travel award [here](#).

1st Place in the Expert Choice category for the AR game “Mizzou Hunt” (project lead). (\$500). Read more about the game competition [here](#).

EcoFun project (\$3,000), I-Corps, University of Missouri (2017). Read more about this grant [here](#).

LexMizzou project (\$3,000), I-Corps, University of Missouri (2016). Read more about this grant [here](#).

Fulbright Scholarship Award for Vietnamese students (2014-2016). Read more about this scholarship [here](#).

- Attended Master’s program in Globalization and Educational Change at Lehigh University, Bethlehem, PA, the USA under the support of the Fulbright program for Vietnamese students

Teaching Excellent and Achievement Program (TEA) Award (2014). Read more about this award [here](#).

- Attended a 2-month exchange program for international teachers at Bowling Green State University, Bowling Green, OH, the USA

The Best Teacher of English in the Provincial Competition for High School Teachers held by Lao Cai Department of Education and Training (2012)

LEADERSHIP AND VOLUNTEERING POSITIONS

Treasurer of the Vietnamese Association at Mizzou (August 2016 – January 2017)

University of Missouri, Columbia, MO, the USA

FIRE editorial assistant (August 2015 - Present)

Forum in International Research in Education, Lehigh University, Bethlehem, PA, the USA

Founder and President, Vietnamese Student Association at Lehigh University

Lehigh University, Bethlehem, PA, the USA (September 2015 - Present)

Mentor for Master's students in Comparative and International Education Program

Lehigh University, Bethlehem, PA, the USA

Head of Foreign Language Department (September 2011 - July 2014)

- Lao Cai High School for Gifted Students, Lao Cai city, Lao Cai province, Vietnam

- supervised the work of the other staff in the department; led and collaborated in curricular and instructional building and design

ONLINE RESOURCES AND DATASETS

Wheeler, J., Arlitsch, K., **Pham, M.**, Parulian, N., OBrien, P., & Mixter, J. (2019), RAMP data subset, January 1 through May 31, 2019, v4, University of New Mexico, Dataset,

<https://doi.org/10.5061/dryad.fbg79cncr0>

PUBLICATIONS

Jahnke, I., Lee, Y. M., **Pham, M.**, He, H., & Austin, L. (2019). Unpacking the Inherent Design Principles of Mobile Microlearning. *Technology, Knowledge and Learning*, 1-35. Access [here](#).

Pham, M., Xu, X., Bueno, J. & He, H. (2019). *Pedagogical usability in the design of a learning module on virtual reality*. In K. Graziano (Ed.), *Proceedings of Society for Information Technology & Teacher Education International Conference* (pp. 547-551). Las Vegas, NV, United States: Association for the Advancement of Computing in Education (AACE). Retrieved May 14, 2019 from <https://www.learntechlib.org/primary/p/207693/>.

Marin, R. S., & **Pham, T.N.M.** (2018, June). Academic proceedings from 2018 University-Industry Interaction Conference (UIIN): *Economic impact evaluation over three years of an entrepreneur consulting program: A case study of the TECH-SERIES program at the University of Missouri, Columbia* (pp. 29-44). ISBN: 978-94-91901-35-5. Link to the article [here](#).

Lee, B., Liu, Yu., **Pham, T.N.M.**, & Grove, D. (2016). Comprehensive Educational Plan for Human Resource Development: Tourism. *Journal of Education & Social Policy*, 3 (5), 30-42. Retrieved May 14, 2019 from http://jespnet.com/journals/Vol_3_No_5_November_2016/4.pdf.

Pham, M. T. (2017). BOOK REVIEW: Halma, R. & Oplinger, C. S. (2017). *The Lehigh Valley: A Natural and Environmental History*. University Park, PA: The Pennsylvania State University Press. 361 pages. ISBN: 0271020946.. *FIRE: Forum for International Research in Education*, 4(1). <http://dx.doi.org/10.18275/fire201704011117>

WORKING PAPERS

Wheeler, J., Arlitsch, K., **Pham, M.**, & Parulian, N. (Under Review). An Analysis of Institutional Repository Use and Performance with Data Aggregated by the Repository and Analytics Metrics Portal (RAMP). *The Journal of Strategic Information Systems*.

Pham, M., Singh, K. & Jahnke, I. (Under Review). Sociotechnical-Pedagogical Usability of Online Courses for Older Adult Learners. *Interactive Learning Environments*.

Lee, Y. M., **Pham, M.**, & Zhou, S. (Manuscript preparation). Should I Say ‘Yes’ to Mobile Learning? A Comparison of Smartphones and Desktops Learning Using the Dual Perspectives of Cognitive Load and Instructional Efficiency. *The Journal of Computers and Education*.

BOOK CHAPTERS

Jahnke, I., Schmidt, M., **Pham, M.**, & Singh, K. (2020). Sociotechnical-Pedagogical Usability for Designing and Evaluating Learner Experience in Technology-Enhanced Environments. In M. Schmidt, A. A. Tawfik, I. Jahnke, & Y. Earnshaw (Eds.), *Learner and User Experience Research: An Introduction for the Field of Learning Design & Technology*. EdTech Books. https://edtechbooks.org/ux/sociotechnical_pedagogical_usability

WORKSHOP/ CONFERENCE PRESENTATIONS

WORKSHOPS

2019

Pham, M. & Singh, K. (2019, October). Learning Analytics: Data Wrangling and Visualization. The International Convention of AECT, Association for Educational Communications and Technology, Las Vegas, NV (One-day workshop).

Lee, Y.M., **Pham, M.**, Singh, K. (2019, Sept). *How Mobile Microlearning Catalyzes Students’ Learning Performance and Engagement? Definitions, Principles, and Instructional Designs*. Focus on Teaching & Technology Conference (FTTC), St.Louis, MO.

CONFERENCE PRESENTATIONS

2020

Wheeler, J., Arlitsch, K., **Pham, M.**, Parulian, N.N., (2020, May). *Democratizing Access to Research: Using RAMP Data to Compare Trends in IR Usage between the Global North and South*. CNI: Coalition for Networked Information (Virtual Presentation).

Pham, M. (2020, April). *Does Video Game Link to Academic Achievement? A Case Study in Math Achievement of U.S. Students*. The Comparative and International Education Society (CIES) (Virtual Presentation).

2019

Arlitsch, K., Wheeler, J., Parulian, N.N., **Pham, M.** (2019, Dec). *Visualizing use and performance data from a global cross-platform set at institutional repositories*. CNI: Coalition for Networked Information, Washing, D.C.

Bueno, J., Xu, X., He, H., **Pham, M.**, & Sadanala, G. (2019, October). *3D Virtual Gallery: Engaging Online Students with Simple VR Activities of Low-Cost*. The International Convention of AECT, Association for Educational Communications and Technology, Las Vegas, NV.

He, H., Xu, X., Bueno, J., **Pham, M.**, & Sadanala, G. (2019, October). *An Evidence-based Study on the Confidence and Cognitive Load in a 3D VR Teacher Education Environment*. The International Convention of AECT, Association for Educational Communications and Technology, Las Vegas, NV.

He, H., Xu, X., **Pham, M.**, Bueno, J., & Sadanala, G. (2019, October). *The Creations of a Virtual Campus – Enabling Online Education with VR*. The International Convention of AECT, Association for Educational Communications and Technology, Las Vegas, NV.

Pham, M. (2019, April). *Using GIS to teach beyond curriculum*. Presented as a poster at the annual meeting of the Comparative and International Education Society (CIES), San Francisco, Mexico.

Pham, M. (2019, April). *Examining course use and academic achievement through learning analytics*. Presented as a poster at the annual meeting of the Comparative and International Education Society (CIES), San Francisco, Mexico.

Pham, M., Xu, X., He, H., & Bueno V., J. (2019, March). *Pedagogical Usability in the Design of a Learning Module on Virtual Reality*. The Society for Information Technology & Teacher Education Conference (SITE), Association for the Advancement of Computing in Education, Las Vegas, NV.

2018

Jahnke, I., Current, N., He, H., Lee, Y.M., **Pham, M.**, Hewitt, C., Sadalana, G., & Moore, J. (2018, Oct). *User Experience and Usability Testing within the Sociotechnical Process - Methods, Challenges, and PitFalls*. Presented as a workshop at the Association for Educational Communications and Technology (AECT), Kansas City, USA.

Lee, Y.M., **Pham, M.**, & Grace Zhou. (2018, Oct). *Comparison of Instructional Content Organization Towards Learning Engagement*. Presented as a poster at the Association for Educational Communications and Technology (AECT), Kansas City, USA.

Lee, Y.M., He, H., **Pham, M.**, Hewitt, C., Current, N., & Jahnke, I. (2018, Oct). *Mobile Microlearning: Designing Learning for Journalists and Other Learners 'In The Field'*. Presented at the Association for Educational Communications and Technology (AECT), Kansas City, USA.

He, H., **Pham, M.**, Lee, Y., Current, N., & Jahnke, I. (2018, October). *IE Lab Research*. Presented as a poster at College of Education Research Day, University of Missouri, Columbia, MO.

Marin, R.S. & **Pham, M.** (2018, June). *Economic Impact Evaluation over Three Years of an Entrepreneur Consulting Program: A Case Study of the Tech-Series Program at the University of Missouri, Columbia*. Accepted as a paper at the annual meeting of University-Industry Interaction Conference (UIIC), London, England.

Marin, R.S. & **Pham, M.** (2018, June). *Implementation Model of a Tech-based Entrepreneur Support Program and its Impacts*. Accepted as a paper at the annual meeting of University-Industry Interaction Conference (UIIC), London, England.

Pham, M. (2018, March). *Game design for the enhancement of students' interests in science*. Presented as a roundtable discussion at the annual meeting of the Comparative and International Education Society (CIES), Mexico City, Mexico.

2017

Current, N., He, H., **Pham, M.**, & Jahnke, I. (2017, October). *Introduction to Usability Testing For Games*. Presented as a training session at the LexMizzou Workshop 3: Usability and Accessibility for Games, Columbia, MO.

He, H., **Pham, M.**, Lee, Y., Current, N., & Jahnke, I. (2017, October). *IE Lab Research*. Presented as a poster at College of Education Research Day, University of Missouri, Columbia, MO.

2016

Pham, M. (2016, April). *Teacher Training Programs for ESL secondary teachers in Vietnam*. Presented as a Paper at the annual meeting of International Convention and English Language Expo, TESOL 2016, Baltimore, Maryland.

Pham, M. (2016, April). *Teacher Training Programs for ESL secondary teachers in Southeast Asia*. Presented as a Paper at the annual meeting of International Convention and English Language Expo, TESOL 2016, Baltimore, Maryland.

Dougherty, L., **Pham, M.** (2016, March). *Nationalism and Social Studies Curricula: A Cross-National Study of the United States and Vietnam*. Presented as a Paper at the annual meeting of the Comparative and International Education Society (CIES), Vancouver, Canada.

Pham, M., & Dougherty, L. (2016, March). *Vietnam War Theme Reflected in High School History Curriculum of the US and Vietnam*. Presented as a Paper at the annual meeting of the Comparative and International Education Society (CIES), Vancouver, Canada.

Hoang, D., Mohamed, D., & **Minh, P.** (2016, March). *Using Scratch for ESL Teaching and Learning*. Presented as a Poster at the annual meeting of the Comparative and International Education Society (CIES), Vancouver, Canada.

2015

Pham, M., Phillips, L., Jacobson, L., Dougherty, L., & Eng, S. (2015, March). *An Evaluation of Student Council Programs in Developing Cambodia's Three Goodness among Students at Caring for Cambodia Schools*. Presented as a Paper at the annual meeting of the Comparative and International Education Society (CIES), Washington, DC.

TECHNICAL REPORTS

2019

Pham, M., Singh, Kanupriya., Qazi, M., Sadanala, G., & Jahnke, I. (2019). *Fire Service Instructor I Report*. MU Extension

Pham, M., Singh, Kanupriya., Qazi, M., & Jahnke, I. (2019). *Master Gardener Report*. MU Extension

Pham, M., Baker, C., Sadalana, G., He, H., Riedel, N., & Jahnke, I. (2018). *Expert Review Report and Technical and Pedagogical Usability Checklist*. MU Extension

2018

He, H., Lee, Y. M., Sadanala, G., **Pham, M.,** Current, N., & Jahnke, I. (2018). *List Builder Prototype Usability Study Phase I Report*. Columbia, MO: IE Lab.

Lee, Y. M., He, H., **Pham, M.,** Hewitt, C., Current, N., & Jahnke, I. (2018). *Mobile Applications for Microlearning: A Review of Academic and Industry Implementations*. Columbia, MO: IE Lab.

2017

Flanagin, B., Atiso, K., Lee, Y. M., He, H., **Pham, M.,** Current, N., & Jahnke, I. (2017). *Usability Research for St. Charles City-County Library Website Final Report*. Columbia, MO: IE Lab.

He, H., Lee, Y. M., Flanagin, B., **Pham, M.,** Current, N. & Jahnke, I. (2017). *Usability Research for the RJI APME's NewsTrain Project Final Report*. Columbia, MO: IE Lab.

He, H., Lee, Y. M., **Pham, M.,** Current, N., & Jahnke, I. (2017). *Comparative Systems Analysis: Process to Determine System Functions for Media Innovation System*. Columbia, MO: IE Lab.

He, H., **Pham, M.,** Lee, Y. M., Current, N., & Jahnke, I. (2017). *Media Innovation System*

Sitemap and Prototypes. Columbia, MO: IE Lab.

Pham, M., Hewitt, C., Mostowfi, S., Current, N., & Jahnke, I. (2017). *Usability Research for Push Mobile News App Final Report*. Columbia, MO: IE Lab.

Pham, M., He, H., Lee, Y. M., Flanagan, B., Noronha, I., Atiso, K., Current, N., Demir, F., & Jahnke, I. (2017). *Usability Research for the ElevatEd System-Final Report*. Columbia, MO: IE Lab.

2016

He, H., **Pham, M.**, Atiso, K., Demir, F., Current, N., & Jahnke, I. (2016). *A comprehensive usability and user experience study report for the Kinect-based Fall Risk Evaluation and Feedback System: Time Up and Go Test (TUG test)*. Columbia, MO: IE Lab.

SKILLS

Language

- Fluent in Vietnamese and English

Communication

- Preparing concise and logically-written materials
- Organizing and communicating ideas effectively in oral presentations and in writings.
- Writing effective research proposals
- Proficient manuscript editing

Self-Management & Work Habits

- Working effectively under pressure and to meet deadlines
- Comprehending new material and subject matter quickly
- Working effectively with limited supervision

Teaching, Interpersonal & Leadership Skills

- Proficient in teaching skills or concepts to others
- Effectively facilitating group discussions or conducting meetings
- Capable of motivating others to complete projects (group or individual)
- Responding appropriately to positive or negative feedback
- Effectively mentoring subordinates and/or peers
- Collaborate effectively on projects

Research, Information Management and Visualization

- Capable of analyzing data using R, Excel and STATA
- Fluent in creating surveys using Google Forms and analyzing and presenting data from those forms.

- Fluent in using data visualization tools like Tableau, ArcGIS, and R.
- Fluent in identifying sources of information applicable to a given problem
- Capable of developing organizing principles to effectively sort and evaluate data

Instructional design skills

- Proficient in designing and creating a Course Management System (CMS), using the platforms like Coursesite, Blackboard, Canvas, and Moodle
- Skilled in website design
- Fluent in using web conferencing platforms
- Fluent in MOOC video making and editing - fluent in creating content for online learners

Other technological skills

- Having basic skills in using geospatial tools such as Google Earth and ArcGIS for educational purposes
- Having basic skills in designing mobile apps using App Inventor
- Having basic skills in designing 3D modelling products using Blender, SketchUp, & OpenSimulator
- Fluent in Microsoft Office