

Marlon Ward

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PROFESSIONAL SUMMARY:

Engineering student passionate about using STEM and human-centered design to improve real-world systems and empower communities through innovation and empathy.

EDUCATION:

Tufts University

Medford, MA

B.S. Human Factors Engineering | Department of Mechanical Engineering | GPA: 3.2

September 2022-May 2026

Relevant Coursework: Engineering for the Customer, Product Design, Engineering Design, Methods for Human Factors Engineering, Circulatory, Renal, and Respiratory Systems, Fundamentals of Biological Systems, Entrepreneurial Finance

EXPERIENCE:

Energy CX

Chicago, IL

Energy Analyst

July 2026-Present

- Managed prospect data and engagement workflows in HubSpot CRM.
- Researched stakeholders and operational needs to tailor outreach and recommendations.
- Analyzed commercial accounts to identify energy cost and procurement opportunities.
- Tracked outreach performance and pipeline activity to prioritize high-value accounts.
- Qualified accounts using energy usage, facility size, and organizational structure.

Unified Adult Family Care

Brockton, MA

Quality System and Compliance Intern

May 2024-May 2026

- Coordinated logistics and documentation for PCP deliveries across a 100-mile radius, ensuring compliance with operational and safety standards.
- Performed usability evaluations on medical devices for the AFC program and contributed to the website's redesign to improve system efficiency and user experience.
- Supported process improvement initiatives by creating documentation and streamlining client acquisition workflows.
- Implemented CRM software, eliminating redundancies and improving processing efficiency by 25%.

U.S. District Courts of Connecticut

Bridgeport, CT

Legal Intern

May-August 2023

- Drafted legal memoranda, analyzed case law shaping strategy, and conducted research supporting Judge Victor Allen Bolden in 20+ civil and criminal cases.
- Synthesized complex legal information into clear written analyses to support case review and judicial decision-making.

PROJECTS:

Tufts IDEA LAB @ Fletcher

Medford, MA

Co-Lead of Migrant Compass

February 2025-January 2026

- Designed and prototyped a mobile app supporting migrant families, applying user-centered design principles to enhance safety and usability.
- Managed data analysis, visualization, and cross-functional collaboration to inform design strategy and achieve project deliverables.

Tufts Biomedical Engineering Lab

Medford, MA

Lab Member

September 2025-January 2026

- Developed AI-driven imaging approaches to segment and analyze periodontal ligament disease data from FIJI microscopy, while collaborating with lab members to refine imaging workflows.

VOLUNTEER EXPERIENCE:

Hope for Children International

Brockton, MA

Program Lead

September 2023-Present

- Directed mentorship for 20 youth and obtained grant funding via proposal writing, supporting program development.

LEADERSHIP & APPLIED EXPERIENCE:

Organizations: Tufts Human Factors and Engineering Psychology Society | National Society of Black Engineers | LCS Tutors | Black Student Union: *Finance Chair & E-Board Member*

SKILLS:

Technical: Bloomberg | Microsoft Office | C++ | CAD/SolidWorks | R | Figma | Gong | Familiarity with Basic Python | FIJI Bio-Imaging | JMP Pro | MATLAB | Risk Management and Analysis | Salesforce | SQL | Project Management | HubSpot

Human Factors: Design thinking | Usability research/testing | Product evaluation & design | Safety evaluation | Ergonomics | Eye-tracking & Heat mapping | Heuristic Evaluation | Wireframing & Prototyping | Cognitive Load Analysis | CRM Analysis

Hobbies/Interests: Fishing | Reading | Basketball | Drawing | Football | Strength Training | Photography | Public Service