

Marlon Ward

Marlon.ward@tufts.edu | 475.224.6873 | [LinkedIn](#)

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: 3.12

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:

Unified Adult Family Care

Brockton, MA

Quality System and Compliance Intern

May 2024-Present

- 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%.

Republic Fitness

Somerville, MA

Member Service Team Lead

May 2025-Present

- Oversaw and trained staff to uphold high-end service standards, cutting client wait times by 20% through efficient task coordination and personalized service delivery.
- Conducted 40+ facility tours weekly with a 75% conversion rate, driving hundreds of new memberships.
- Oversaw gym upkeep, reducing equipment downtime and ensuring 100% spa/pool chemical safety compliance during inspections.

U.S. District Courts of Connecticut

Bridgeport, CT

Legal Intern

May-July 2023

- Drafted legal memoranda, analyzed case law shaping strategy, and conducted research supporting Judge Victor Allen Bolden in 20+ civil and criminal cases.

PROJECTS:

Tufts IDEA LAB @ Fletcher

Medford, MA

Co-Lead of Migrant Compass

February 2025-Present

- 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-Present

- 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*

Design Portfolio: Marlondesign.com

SKILLS:

Technical: SharePoint | Microsoft Office | C++ | CAD/SolidWorks | R | Figma | Google Suite | Familiarity with Basic Python | FIJI Bio-Imaging | JMP Pro | MATLAB | Risk Management and Analysis | Tableau | SQL | Project Management

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 | Product Design | Football | Strength Training | Photography | Public Service