

JENNIFER JUNG

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User Experience Designer with 3+ years of experience in research, prototyping, and accessible design. Passionate about building user-centered solutions through cross-functional collaboration.

EDUCATION

University of Michigan Ann Arbor

Ann Arbor, MI

Bachelor of Science in Information – User Experience Design Major (3.86/4.00)

August 2022 – May 2025

- Rogel Excellence Award – Full-Ride Scholarship Recipient
- Relevant Coursework: UX Research & Testing, Interaction Design, Data-Driven UX, Prototyping & Development

Santa Monica College

Santa Monica, CA

Associate Degree in Arts – Art (3.76/4.00)

August 2019 – June 2022

- Honors Program, Graduated with High Honors
- Relevant Coursework: Typography Design, UX Design, Mobile Design, Creative Coding, Advanced Photoshop

PROFESSIONAL EXPERIENCE

University of Michigan

Ann Arbor, MI

User Experience Designer

August 2024 – Current

- Led the user-centered redesign of the university's Rec-Sports platform to improve usability and accessibility.
- Conducted user research, persona development, and user journey maps to align the design with user needs.
- Applied design thinking to develop low, mid, and high-fidelity wireframes, mockups, and prototypes while collaborating with cross-functional teams in an Agile environment to iterate designs based on usability testing, user flows, and journey maps rooted in user empathy.

Michigan Medicine

Ann Arbor, MI

Marketing and Media Assistant

November 2022 – Current

- Led multi-platform social campaigns, boosting engagement by 213% across platforms.
- Designed content strategies, increasing Facebook followers by 222.4% & link clicks by 71.8%.
- Partnered with 13+ departments to enhance community outreach, earning 3 awards.

Moblize.it LLC

Mountain View, CA (Remote)

User Experience Designer Intern

November 2024 – February 2025

- Led end-to-end UX research for Baniya app redesign, identifying 5+ key pain points that shaped design strategy and increased prototype satisfaction rating by 38% (avg. 4.1 → 5.7).
- Led the development of wireframes and high-fidelity prototypes in Figma, collaborating with product managers and engineers to align workflows with Moblize.it's SaaS CRM integration and ensure technical feasibility.

SKILLS

UX Skills: User Research (Interviews, Surveys, Usability Testing), Interaction Design, Information Architecture

UI Skills: High-fidelity Prototyping (Figma, Adobe XD), Design Systems, Accessibility (WCAG Standards)

Technical Skills: HTML, CSS, JavaScript (Basic), Adobe Creative Suite (Photoshop, Illustrator, After Effects)

PROJECT

Hero Hub

December 2024

- Conducting user research, usability testing to design a mobile app addressing educational inequality, with an accessibility-focused, user-centered approach and intuitive user workflows, enhancing user retention.

LivMate

October 2024

- Delivered mobile-first design for LivMate based on insights from 10+ interviews and usability tests, improved navigation success rate by 60% in final prototype testing.

NOAA: GLANSIS

December 2023

- Simplified complex data structures, redefined information architecture, and implemented WCAG-compliant, user-centered web designs to improve usability, accessibility, and overall system functionality.

CERTIFICATION

Google UX Design Certification - Achieved UX Designer Professional Badge

August 2021