JENNIFER JUNG

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EDUCATION

University of Michigan Ann Arbor — Ann Arbor, MI
Bachelor of Science in Information – User Experience Design (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 mapping to align the design with user needs.
- Designed low, mid, and high-fidelity prototypes, iterating through usability testing to refine interactions and navigation.

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*
- Conducted UX research & competitive analysis, including user interviews and survey analysis, to identify pain points and user needs for the Baniya financial app redesign
- 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*
- Led user research, persona development, and prototyping to deliver mobile-first designs, optimizing navigation, improving interaction, fostering an engaging user experience, and increasing app usability.

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*