### Jacob Kim

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# Experience

# Product Designer / Verizon

Aug 2019 - Present

- Collaborate with product owners and developers to design and deliver new features for Verizon's loyalty program, Verizon Up.
- Led the implementation of 2 key features based on user feedback to focus on the pain points and frustrations of a My Verizon App customer.
- Created and presented the information architecture for the merging of two Verizon programs to ensure ease of use for a customer.

# Experience Designer / projekt202

June 2018 - July 2019

- Designed and tested wireframes, create high-fidelity prototypes, contribute in user research, and define user needs through research and data.
- Collaborated with cross-disciplinary teams to ship consumer facing products by following an agile development model.
- Collaborated with creative directors and architects to update and maintain multiple design systems.

## UX/UI Designer / beHuman

Feb 2018 - May 2018

- Conducted qualitative user research through user testing, and contextual inquiries.
- Created and tested design mockups through wireframes and prototypes to produce a mobile app.

### Education

## General Assembly, Los Angeles

User Experience Design Immersive 2017

### University of California, Riverside

Bachelor of Arts, Political Science 2010 - 2014

### Tools & Skills

User Experience Design Task/User Flows Sketch InVision User Research User Testing Project Management

Principle Web/Mobile Design

Wireframing Photoshop

Information Architecture Zeplin

Abstract Prototyping