

Eunjung Cho

UX Designer | Portfolio: read.cv/eunjung

My strength is in doing user research fast to get answers for the design questions and applying insights from key findings into design solutions.

Experience

ChargePoint

UX Designer | Apr 2022 - Mar 2024

- Redesign of Fleet Software for Electric Vehicle Charging and Optimization
- Designed customer digital onboarding for enterprise product, enhancing scalability
- Designed account and user management workflows for enterprise product

ChargePoint is a leading provider of electric vehicle charging solutions for businesses, homes, and public spaces.

Google via ProUnlimited

UX Researcher | Apr 2021 - Oct 2021

- Qualitative user research on Dart DevTools to improve developer’s debugging experience
- Created user journey maps of performance debugging

Worked on the Flutter UXR team as a contractor, focusing on improving developer experiences

Knowre

UX Designer, Product Manager | 2018 – Apr 2021

- Design flows & wireframe of Knowre Math
- Teacher Dashboard, Student Webapp, Student iPad app
- Qualitative/Quantitative user research
- Design Iteration with prototypes

Knowre is an edu tech company that develops an online core supplement for Grades 1-12 helping teachers personalize learning for all students.

Personal Project

UX Designer & iOS Developer | 2017– 2018

- Designed, developed and launched 2 iOS apps

Out of the paid workforce

Mom, School Volunteer, Art Docent | 2011 – 2017

Naver

Interaction Designer, User Reseacher | 2008 – 2011

- Designed flows and User Reseached of Naver Front Page
- Product manager of comment component

Olaworks

UX Designer, Design Manager | 2006 – 2007

- Established user research integrated design process
- Interaction designed photo app for desktop

Olaworks was a computer vision tech company that developed facial recognition technologies for smart devices. Acquired by Intel.

Yahoo! Korea

Interaction Designer, User Researcher | 2003 – 2006

- Interaction designed Y! Gugi local search and Y! News
- Worked on Y! interaction design pattern library
- Received 2004 Yahoo! Super Star award for contribution

Education

NC State University, Raleigh, North Carolina

Master of Graphic design

Design thesis: Sound Interaction as Navigation in Digital Media

2000-2002

KAIST, Korea

BS of Industrial design

Focused on user-centered product design
Design thesis: communication device for children

with special needs

1996-2000

Skills

Interaction Design:

Personas, Product concept modeling, Flows & Wireframes, Low-fidelity prototyping & design iteration with RITE method

User Research:

Usability test, User journey map, Task analysis, Competitive analysis, Diary study, In-depth interview, Participatory design exercise, Log analysis

Design tools: Figma, Sketch

Programming: HTML, CSS, SQL, Swift

Tools: Google Analytics

Languages: Korean, English