Eunjung Cho Product Designer

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

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Experience

UX Designer @ ChargePoint Apr, 2022 - Mar, 2024, Campbell, CA

Designed Fleet Software of Electric Vehicle Charging and Optimization for public transit agencies. Led the digital onboarding flow for enterprise customers, streamlining activation for easier setup.

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

UX Researcher @ Google via ProUnlimited Apr, 2021 - Oct, 2021, Remote

Conducted qualitative user research on Dart DevTools to improve Flutter developer's debugging experience. Created user journey maps, identifying pain points in performance debugging.

UX Designer, Product Manager @ Knowre Dec, 2018 - Apr, 2021, Remote

Designed the Knowre Math Teacher Dashboard, enabling teachers to track student progress more effectively. Conducted qualitative and quantitative user research to inform design iterations

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

UX Designer, iOS Developer @ Self employed Jan, 2017 - Nov, 2018

Designed, developed, and launched 2 iOS apps independently.

UX Researcher, Product Manager @ Naver Jan, 2008 - Jun, 2011, Seoul, KR

Led UX research and design for Naver Front Page, optimizing user engagement. Designed an improved comment component, fostering healthy discussions and reducing troll activity.

UX Designer @ Olaworks Jul, 2006 - Oct, 2007, Seoul, KR

Designed interaction flows for a desktop photo management app with auto tagging. Established an integrated user research and design process for the early-stage startup.

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

Interaction Designer @ Yahoo! Korea Sep, 2003 - Mar, 2006, Seoul, KR

Designed Yahoo! local search and Y! News. Contributed to Yahoo! interaction design pattern library. Received the 2004 Yahoo! Super Star award for contributions to local search design.

Skills

Design & Research

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Interaction Design Information Architecture In-depth User Interviews Rapid Iterative Testing and Evaluation Visual Design Design System

Prototyping & Visualization

Figma Wireframing **Data Visualization User Journey Mapping**

Technical

HTML/CSS JavaScript/React SQL/Python Swift

Education

NC State University, Master of Graphic Design 2000 - 2002

Design thesis: Sound Interaction as Navigation in Digital Media

Korea Advanced Institute of Science and Technology, BS in Industrial Design 1996 - 2000

Design thesis: communication device for children with special needs