Edward Lim

https://edwarddlim.github.io/Portfolio/

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Objective

A recent graduate looking to enhance both my creative and technical skillset while simultaneously applying it to develop complex processes into simple and creative ways that reflect the end user's goals. Also looking to incorporate new technologies, keep up with the latest design and tech trends, and facilitate the brainstorming sessions to achieve the ultimate goal.

Skills

Prototyping
- MATLAB
- Balsamiq
- Invision
- HTML/CSS
- Java

Design
- Adobe Experience Design
- Sketch
- Axure RP Pro

User Research
- Contextual Design
- Think Aloud
- Persona Design
- Storyboarding
- Heuristic Evaluation
- Information Architecture
- Prototyping

Other
- Customer Service
- Facebook Business Manager
- DoubleClick for Publishers
- Microsoft Office
- Korean (conversational)

Education

University of California, San Diego
Bachelor of Science
Cognitive Science with a specialization in Human-Computer Interaction
Graduated : June 2017
Major GPA : 3.3
Overall GPA : 3.0

Projects

Sunday Night Dinner   *Jan 2017 - Mar 2017*
Developer
- Conducted user interviews and created user scenarios
- Created a competitive analysis comparing websites and their important features/designs
- Created and maintained a development plan to record and track progress
- Designed mobile/desktop mockups using Sketch and InVision
- Used HTML/CSS to create a basic website with all the functionalities

Fido   *Sept 2016 - Dec 2016*
Developer
- Conducted user interviews and created user scenarios
- Made storyboards and paper prototypes of beginning designs
- Created basic wireframes and coded pages using HTML/CSS
- Launched online A/B testing using Google Anaytics
- Collected and analyzed user feedback to improve prototype

Juice   *Jan 2015 - Mar 2015*
Developer
- Conducted user interviews to gather personas and opinions
- Created user walkthroughs and scenarios
- Created a use case table to chart scenarios and ratings of importance, frequency, etc
- Used a wireframing application to create a basic prototype with functionality

Work Experience

TeamBlind   *Nov 2017 - Present*
Customer Support/Business Operations Intern
- Handled customer/user support and issues from initial contact to resolution
- Created and maintained a customer support inquiry reponse template
- Worked directly with product teams to identify and correct app issues
- Communicated user feedback to move product into motion
- Generated marketing content using Facebook Business Manager
- Performed SEO keyword research and mapping

UC San Diego Conference Services   *Jun 2017 - Sept 2017*
Hospitality Clerk
- Provided exceptional customer services to clients and visitors
- Conducted check ins/outs for guest housing using Conference Programmer
- Maintained and updated a registry using Microsoft Excel and OutLook
- Relayed messages and provided administrative support to supervisors

UC San Diego Housing and Dining   *Sept 2014 - Jun 2017*
Student Lead
- Directed co-workers in maintaining proper function of the dining facility
- Managed co-workers in their daily tasks
- Reported to managers concerning daily updates of the dining facility
- Operated as the point of sales
- Prepared and served food and beverage at various stations