

HYUNJUNG OH

UX/UI Designer | Product Designer

CONTACT

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555-555-5555
Vancouver, BC, Canada
<http://www.portfolio.com>

EDUCATION

UX DESIGN CERTIFICATION

Career Foundry
Berlin, Germany | 2020 - 2021

DEPARTMENT OF ENGLISH

DEPARTMENT OF MARKETING & BUSINESS

Hankuk University of Foreign Studies
Seoul, Korea | 2019-2021

HOSPITALITY MANAGEMENT

Cornerstone International Community College
Vancouver, Canada | 2018 - 2019

UX SKILLS

User research
Task Analysis
Information Architecture
Personas
Journey Maps
Usability Testing
Wireframing
Prototyping
UI & Visual Design

TOOLS

Figma
Balsamiq
Google Analytics
Invision
MS Office
Sketch
Basic HTML

ABOUT

UX/UI designer based in Vancouver with years of hospitality and marketing background. Experience in working with a variety of people as a team. Solving problems in difficult situations, dealing with many business partners and clients. Skilled in analyzing information, creative thinking and storytelling, and optimizing work processes. Confidence in designing prototypes and making ideas into simple and easy UI.

LANGUAGES

Korean, Japanese, English

PROJECTS

[WINGPAY](#) | [MONEY APP](#)

JAN 2021 - AUG 2021

Careerfoundry project

Designed a mobile money app by design thinking, analyzed user interviews, and revised wireframes after a usability test. Users can safely store multiple cards, track the progress of the saving goals. Used Figma to design the app.

[MUSE](#) | [MUSIC APP](#)

OCT 2020 - DEC 2020

Designlab project

Define problems, find solutions and created new features of the music app. Conduct user interviews, surveys to understand the user and made a persona and user flows. Used Sketch to build wireframes and prototypes with clean, simple UI.

WORK EXPERIENCE

[The Belgian Chocolate Cafe](#)

Jul 2021 - Present

Barista / FOH

- Process drink orders that range from basic to complex, quickly and efficiently
- Answer customer service issues quickly and ensure total satisfaction from all guests

[ST George International College](#)

May 2019 - Jun 2020

Administrative assistants / Marketer

- Communicate with local/overseas partners to maintain a good relationship
- Handle inquiry emails, calls, walk-in and provide program information
- Promote the program to local agencies and marketing using SNS (blog, Instagram)

[Take 5 Coffee shop](#)

Oct 2016 - Mar 2017

Assistant manager / Barista

- Management of cash drawers, in-store balance sheet, new employee training, and inventory
- Created and implemented new programs to generate revenue (ie. Scone & Coffee Combo, stamp); increasing overall revenue by 15%

[Japan Airlines](#)

Oct 2016 - Mar 2017

Ground Crew

- Checking passengers' ID and tickets, allocating seats, weighing luggage and issuing boarding cards at the check-in desks
- Checking passengers' boarding passes, checking baggage, checking the number of cabin crew and guests at the boarding gate
- Attend to the gate and perform the related duties, as required, including operation of loading bridges and aircraft doors