

JOANNE JUN

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EDUCATION

University of California, Berkeley

August 2022 - Present

Master of Information Management and Systems (MIMS)
Focus in Human-Computer Interaction and User Experience Design

University of Notre Dame

August 2014 - January 2018

Bachelor of Arts, Major in Japanese, Minor in Computing & Digital Technologies
Honors: magna cum laude (cumulative GPA: 3.87 / 4.00, Dean's List 2015 - 2017)

EXPERIENCE

User Support Associate

Oct 2020 - July 2022 | Jumbo Privacy, Remote

- Tasks included troubleshooting user tickets, resolving disputes, software endurance testing, documenting bugs, and providing product feedback. Other projects included conducting usability and user journey mapping interviews, front-end development (HTML, CSS, JavaScript) of the public-facing user FAQ, writing new articles for the user FAQ, and developing email and survey campaigns through Customer.io.

Assistant Language Teacher

July 2018 - Feb 2020 | Yamagata, Japan

- Worked in multiple elementary and junior high schools by creating and carrying out English lesson plans and activities for various grade levels. Other duties included organizing community events for kids, teaching weekly seminars for adults, as well as translating and interpreting for foreign students.

Technical Solutions Engineer

Feb - July 2018 | Epic Systems, Verona, WI

- In HIM team, worked in client-facing role with hospital analysts to diagnose problems through weekly calls, find solutions through documentation and code, and finally implement changes in Epic software.

Virtual Reality Development Research Assistant

Aug - Dec 2017 | Univ. of Notre Dame, Notre Dame, IN

- Using Unity and C#, developed an interactive VR environment for use in psychology experiments that utilized Leap Motion and HTC Vive. Also created models in Autodesk Maya as needed.

Business Analyst Intern

May - Aug 2017 | City of South Bend, South Bend, IN

- Through HTML and CSS, assisted in front-end development of various websites used by South Bend residents and by city departments, focusing on ease of use, functionality, and aesthetic design.

SKILLS

Technical

- Python
- C# / Microsoft Visual Studio
- HTML / CSS
- JavaScript / jQuery
- SQLite
- Git
- Unity
- Autodesk Maya
- Adobe Photoshop
- Microsoft Office

Languages

- English (Native)
- Japanese (Advanced)
- Korean (Advanced)

Certificates

- JLPT (Japanese Language Proficiency Test) N2
- Eleven Fifty Academy JavaScript Gold Badge