

PROJECTS

LangLearn

Toronto, ON March 2024 - May 2024

 [See LangLearn PDF](#)

- As a lead product designer at LangLearn, I was responsible for from initiating the project to iterating the final product. The solutions I crafted in the final design foster flexible learning environments, enabling users to overcome personal learning challenges. These enhancements led to a remarkable 31% increase in potential retention rates and a 25% improvement in overall user experience.
- Conducted interviews and define goals and problems that should be addressed
- Developed personas and user journey maps
- Utilized Figma to create both paper and digital wireframes
- Designed the app in adherence to established design principles and insights gotten from user research
- Executed two rounds of unmoderated usability studies
- Refined the initial designs based on the feedbacks from the users

Virtual Assistant

Toronto, ON January 2024 - March 2024

 [See Virtual Assistant PDF](#)

- As the lead product designer of the app, I was responsible for the project and devised design solutions to address prevalent issues and shortcomings in existing virtual assistant applications. These included enhancing usability, accessibility, refining the voice interaction experience and also visual appeal. As a result, we achieved a notable 22% increase in potential retention rates.
- Conducted interviews and define goals and problems that should be addressed
- Developed personas and user journey maps
- Utilized Figma to create both paper and digital wireframes
- Designed the app in adherence to established design principles and insights gotten from user research
- Executed two rounds of unmoderated usability studies
- Iterated on the initial designs based on the findings from the usability studies

WORK EXPERIENCES


Customs Classification Specialist


Mississauga, ON Dec 2020 - Present

Fedex Trade Networks

- Figured out the issue lying on each shipment held by the government and solved it through communication with both the client and the customs authorities to get their shipment released without delay
- Communicated proactively with other coworkers and supervisors for a smooth workflow from a bunch of shipments daily and helping one another to complete daily rating targets and daily OT workloads
- Collaborated with my partner coworker daily to find solutions for issues lying on shipment quickly and efficiently to avoid unexpected delays of the release or any extra charges for retention
- Communicated constantly with both clients and the customs authorities to find the best solutions to both parties for the issues lying on the clients' shipment and protect my company from any further legal issues
- Keep tracking and managing shipments daily to make sure all of them have been released properly and duties and taxes are paid on time with a strong responsibility to compliance with the laws and regulations

CONTACT

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 [Hyeonin's LinkedIn](#)

SKILLS

Creative Design Thinking
UX Research
User Flows
Paper & Digital Wireframing
Lo-fi & Hi-fi Prototyping
Usability Studies
Visual Design Principles
Responsive Design
HTML/CSS/Javascript
Node.js/React.js

TOOLS

Figma
Visual Studio Code
Git/Github

EDUCATIONS

Udemy

Toronto, ON May 2023 - Present

The Complete 2024 Web Development Bootcamp

- Javascript, Node.js, NPM, API, React.js, Express.js, Environment variables, HTML, CSS, JSON, Git/ Github, DOM, JQuery, SQL, EJS

Complete Web & Mobile Designer in 2023: UI/UX, Figma, +more

- UX/UI design, accessibilities, build user flows/wireframes/low-fidelity prototypes and high-fidelity prototypes. front-end web development

Google Coursera

Toronto, ON Oct 2022 - May 2023

Professional Certificate Subscription: Google UX Design

- UX design process, building wireframe and low-fidelity and high-fidelity prototypes, UX research and testing early concepts in Figma, responsive design, front-end web development, Accessibilities

Seneca College

Toronto, ON Sept 2019 - Dec 2020

Associate's degree

International Transportation and Customs

- President's Honour List for Fall 2019, Winter 2020, Summer 2020, Fall 2020
- Customs process, Trade agreement and compliance, Accounting, Transportation documentation, Pricing and quoting, International freight handling