

## WORK EXPERIENCE

### UX DESIGNER

Jun 2018 - June 2020

#### Deloitte Digital

New York, NY

*Industries: Finance, Health Care, Food & Beverage, Automobile*

- Executed comprehensive product design processes from concept ideation to production across multiple digital platforms, from responsive web to native apps (iOS, Android)
- Designed features in UBS Financial Service app that increased user engagement metrics and positive reviews for over 95K users by multiple product cycle iterations
- Collaborated closely with up to 40 individual cross-functional stakeholders per project such as business, engineering, client accounting, and QA utilizing agile product development processes
- Conducted workshops including director level of stakeholders to fulfill both business objectives and user's needs and participated in product feature planning with clients

### PRODUCT DESIGNER

Sep 2017 - Apr 2018

#### University of Michigan Transportation Research Institute

Ann Arbor, MI

- Created user flows and interface mockups on a mobile app for DiDi Chuxing (Uber in China), optimizing a user's travel experience by connecting multiple transport options: ride, bike, and public transportation
- Provided a sitemap, wireframes and visual design specifications for a faculty research group

### UX DESIGN INTERN

Jan 2018 - Apr 2018 | Ann Arbor, MI

#### ANSYS, Inc.

May 2017 - Aug 2017 | Canonsburg, PA

- Developed detailed interaction and user interface design concepts for desktop software used in 3D-modeling and simulation by a million users
- Executed all visual design from initial concept to final hands-off to engineering

### RESEARCHER

Jan 2013 - May 2015

#### Korean Standards Association

Seoul, Korea

- Led the creation of 4,000-respondent customer satisfaction surveys and organized 36 focus group interviews to provide insights into improving service quality for major Korean companies including Samsung Electronics and Hyundai Motors

## EDUCATION

### UNIVERSITY OF MICHIGAN, SCHOOL OF INFORMATION

Apr 2018

Master of Science in Information, GPA 4.0/4.0

Ann Arbor, MI

Specializing in **Human-Computer Interaction**

### HANYANG UNIVERSITY, COLLEGE OF ENGINEERING

Feb 2013

Bachelor of Science in Industrial Engineering

Seoul, Korea

Bachelor of Art in Chinese Economy & Trade

Graduated Summa Cum Laude, GPA 3.82/4.0

## SKILLS

### RESEARCH

Ethnographic Research  
Personas  
Comparative Analysis  
Journey Map  
Empathy Map  
Card Sorting  
Heuristic Evaluation  
Usability Testing

### DESIGN

Information Architecture  
Creative Ideation  
Storyboarding  
Wireframing  
Prototyping  
Interaction Design  
User Interface Design

### TOOLS

Sketch  
Figma  
InVision  
Principle  
Adobe Illustrator  
Adobe Photoshop  
Adobe After Effects

### TECHNICAL

HTML/CSS  
JavaScript/jQuery  
Bootstrap  
Python

### LANGUAGES

English  
Korean  
Mandarin