

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
InVision
Principle
Figma
Adobe Illustrator
Adobe Photoshop
Adobe After Effects

TECHNICAL

HTML/CSS
JavaScript/jQuery
Bootstrap
Python

LANGUAGES

English
Korean
Mandarin