

HEATHER JUNG

UX Designer

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PERSONAL PROFILE

I am a diligent UX Designer who likes to tackle real life problems [now]. Applying this mindset of "Notice it, Own it, and Work on it," in all areas of my life is an ongoing, never-ending process that enables me to keep growing. That's what I love about user experience; it's everywhere!

I love to pick people's brains, simplify things, create structure from chaos, and make lives easier. With a 3-year background in nursing, I am practiced at putting people's desires, needs, and goals at the center.

SKILLS & TOOLS

- User Research
- User Personas
- User Journeys
- Information Architecture
- Task Analysis
- Wireframing
- Prototyping
- Usability Testing
- Task Analysis
- Sketch
- Balsamiq
- Invision
- Basic HTML & CSS
- Bootstrap Framework
- Responsive Design

EDUCATION

CareerFoundry, Tech Bootcamp

Student | Feb. 2018 - Present

A bootcamp that provides mentorship from working professionals and focuses on data-driven UX methodology with a comprehensive, hands-on training spanning from user research and user journeys to information architecture, wireframing, and prototyping.

- User Experience Immersion
 - Frontend Development for Designers
 - Voice User Interface Design with Amazon Alexa
- **Will have completed by end of Dec. 2018

University of Texas at Austin

Bachelor of Science in Nursing
Graduated Class of 2015

PROJECTS

Patient Experience Navigator

St. David's Medical Center | Sept. 2018 - Present

Improving patient experience measured by the hospital's HCAHPS scores (a standardized tool to measure patient experience throughout all hospitals) by collaborating with the director and nursing staff.

- Helped increase HCAHPS scores for the 4th quarter 2018.
- Conducted user research on nursing staff to evaluate a unit's performance in the areas of "courtesy & respect" & "responsiveness."
- Designed & published a patient guide for the Medical-Surgical Unit.

Nurse Server Stocking System

St. David's Medical Center | Oct. 2018 - Present

Implementing a process where supplies could be easily located and replenished inside every patient's room.

- Classified supplies according to how frequently they were used.
- Organized an effective nurse server model for nurses and tested the length of duration that it lasted.
- Created a low barrier sign-up system that keeps track of the stocked rooms and establishes flexibility in signing up for time slots & dates.

Experts App (Course Project)

UX Designer | Feb. 2018 - Oct. 2018

A Q&A app focusing on connecting people to experts of any field in a thoughtful and personalized way. The app provides easy access to experts, a way to share knowledge, and a wide range of topics.

- Conducted extensive competitive analysis on similar Q&A apps and user research to find out how people ask questions.
- Designed user personas, user flows, and site maps.
- Created low-fidelity to high-fidelity interactive prototypes.
- Eliminated factors contributing to a frustrating experience through usability testing and reiterations.

EMPLOYMENT HISTORY

Medical-Surgical Registered Nurse, CMSRN

St. David's Medical Center | Jan. 2016 - Present

High performing medical-surgical nurse delivering patient-centered and quality care, with an ability to remain calm under pressure in fast-paced environments.

- Collaborate with medical professionals to coordinate patient care.
- Daily assess and educate patients on medication regime, fall precautions, infection control, post-op surgeries, diabetes, wound care, & fluid volume overload.
- Strong time management skills
- Ability to prioritize & delegate tasks
- Experience in mentoring new graduate nurses
- Current Super User for iMobile Heartbeat (communication tool)
- Secretary of Unit Council since Mar. 2018