

# Heegi Yun

## UX Researcher/Designer

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### PROJECTS

#### **Pokemon Unite Heuristic Evaluation**

Conducted a user survey and review analysis to learn about product users and use cases

Identified 10+ usability issues based on heuristic principles and implemented design solutions for improvement using Figma

#### **Zillow Mobile App Usability Testing**

Designed a usability study by developing user scripts with breakdowns of scenarios/tasks and metrics

Moderated 5+ usability testing sessions and redesigned the interface with major usability issues using Figma

#### **Effects of Social Interaction on Online Learning**

Conducted an experimental study that includes literature review, study design, recruitment, and statistical analysis

Designed quiz and survey to evaluate 26 participants' learning performance and perceived amount of learning

### EXPERIENCE

**Director of Events @ SJSU HFES Student Chapter**  
San Jose, CA | May 2021 - May 2022

Organized social and networking events for 30+ Human Factors/Ergonomics Society (HFES) members

**Student Assistant @ UW International Student Services**  
Seattle, WA | Feb 2019 - Jun 2020

Implemented user-centric design in processing immigration forms and documents from 8,000+ international students

Worked with 5+ advisors as a front desk receptionist

**Intern @ Yonsei University Institute for Welfare State Research**  
Seoul, Korea | Jun 2017 - Aug 2017

Conducted research regarding welfare systems of 5 different countries using database and trend analysis

### EDUCATION

#### **M.S., Human Factors & Ergonomics**

San Jose State University | May 2022

Focus in [Human Computer Interaction](#)

Including Coursework in:

- Usability Evaluation and Testing
- Human-Computer Interaction
- Human Factors Experiment
- Interaction Design

#### **B.A., Psychology**

University of Washington | Jun 2020

Minors in [Informatics](#) and [Diversity](#)

Including Coursework in:

- Cognitive Psychology
- User Research
- Design Methods

### SKILLS

#### **Research**

Usability Testing, Interview, Survey, Experiment, Heuristic Evaluation, Card Sorting, Affinity Diagram, Statistical Analysis, Competitive Analysis

#### **Design**

Journey Mapping, User Flows, Personas, Wireframing, Prototyping

#### **Programming**

R, HTML, CSS

#### **Tools**

Axure RP, Qualtrics, Figma, Minitab, Tableau, Microsoft Office Suite, Google Suite