

# Heegi Yun

**UX Designer** with expertise in human factors and user-centered design. Experienced in leading full-cycle product design, from user research to delivering solutions that drive business impact.

## EXPERIENCE

### Human Factors Engineer @ General Dynamics IT

Remote (US) | July 2024 - Present

- Lead end-to-end design processes for evolving requirements and new functionalities for the Consumer Support Group (CSG), from discovery sessions and in-depth user research to delivering actionable design solutions through detailed screen flows and prototypes.
- Expanded user research initiatives by 150%, engaging diverse user groups in usability testing and focus group sessions, resulting in informed design improvements prior to release.
- Translated user insights into design strategies aligned with business goals, enhancing usability and client satisfaction.

### Human Factors Engineer Associate @ General Dynamics IT

Remote (US) | April 2023 - July 2024

- Delivered UX support for various Centers for Medicare and Medicaid Services (CMS) projects through wireframes, usability testing, and heuristic evaluation.
- Collaborated with developers, business analysts, and product owners in Agile teams to align UX/UI solutions with business and technical requirements.

## PROJECTS

### Pokemon Unite Heuristic Evaluation + Redesign

San Jose, CA | Sep 2021 - Jan 2022

- Conducted user surveys and review analyses to capture user behaviors and use cases.
- Identified and resolved 10+ usability issues based on heuristic principles and delivered redesign in Figma..

### Zillow Mobile App Usability Testing + Redesign

San Jose, CA | Mar 2021 - June 2021

- Led a team of 4 in a comprehensive usability study, from participant recruitment to data analysis.
- Facilitated 5+ remote usability sessions and redesigned interfaces to address major usability gaps.

**Portfolio:** [heegiyun.com](https://heegiyun.com)

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## SKILLS

### Design

Wireframing, Prototyping, Journey Mapping, User Flows, Information Architecture, Data Visualization

### Research

Usability Testing, Focus Groups, Interviews, Surveys, Heuristic Evaluation, Personas, Card Sorting, Thematic Analysis, Statistical Analysis

### Technical

R, HTML, CSS

## TOOLS

Axure RP, Figma, Qualtrics, SurveyMonkey, Jira, Miro, VS Code, Microsoft Office Suite, Google Suite

## EDUCATION

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

San José State University | May 2022

Focus in Human Computer Interaction

Relevant Courses: Interaction Design, Usability Evaluation and Testing, Experiment Design in Human Factors, Perception

### B.A., Psychology

University of Washington | June 2020

Minors in Informatics and Diversity

Relevant Courses: Design Methods, User Research, Introduction to Human Centered Design Engineering, Cognitive Psychology