

Heegi Yun

UX Designer

heegiyun.com

linkedin.com/in/heegi-yun

contact@heegiyun.com

(208) 484-0798

EXPERIENCE

Human Factors Engineer Associate @ General Dynamics IT

Remote (US) | April 2023 - Present

Provide UX work on various projects for the [Centers for Medicare and Medicaid Services \(CMS\)](#) client to improve current design of their systems and products, including usability testing, heuristic evaluation, user flows, wireframes, and prototypes

Collaborate with developers, business analysts, and product owners in an Agile environment to define and clarify business requirements as they apply to UI

Student Assistant @ UW International Student Services

Seattle, WA | Feb 2019 - June 2020

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

Intern @ Yonsei University Institute for Welfare State Research

Seoul, Korea | June 2017 - Aug 2017

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

PROJECTS

Pokemon Unite Heuristic Evaluation

Sep 2021 - Dec 2021

Conduct a user survey and review analysis as inquiry methods to learn about end 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 + Redesign

Mar 2021 - June 2021

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

RockX Museum Website Design

Apr 2021 - May 2021

Designed and prototyped a B2C website for potential visitors to learn about the museum and plan their tour using Axure RP

EDUCATION

M.S., Human Factors & Ergonomics

San José State University | May 2022

Focus in [Human Computer Interaction](#)

Including Coursework in:

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

B.A., Psychology

University of Washington | June 2020

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

Including Coursework in:

- Cognitive Psychology
- User Research
- Design Methods

SKILLS

Design

Journey Mapping, User Flows, Personas, Wireframing, Prototyping, Interaction Design

Research

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

Programming

R, HTML, CSS

TOOLS

Axure RP, Figma, Qualtrics, Minitab, Tableau, Jira, Miro, Zoom, Teams, Microsoft Office Suite, Google Suite