Heegi Yun

UX Researcher

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San Jose, CA

PROJECTS

Pokemon Unite Heuristic Evaluation

SEP 2021 - DEC 2021

Conducted user survey and review analysis as inquiry methods to learn about product users and its use cases

Identified usability issues based on heuristic principles and recommended solutions for improvement

Zillow Mobile App Usability Testing

MAR 2021 - MAY 2021

Designed usability study by developing user scripts with breakdown of scenarios and tasks as well as metrics

Performed usability testing on Zillow mobile app to identify user pain points and provide actionable recommendations

EXPERIENCE

SJSU HFES Student Chapter

Director of Events

San Jose, CA | MAY 2021 - PRESENT

Collaborated with the council in organizing social/networking events to accommodate different interests of the members

University of Washington, ISS

Student Assistant

Seattle, WA | FEB 2019 - JUNE 2020

Worked with 5+ advisors to task/process requests from 8,000+ international students and completed other front desk duties

Implemented user centric design ideas and input for forms and documents from the perspective of users

Yonsei University, Institute for Welfare State Research

Research Intern

Seoul, Korea | JUNE 2017 - AUG 2017

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

EDUCATION

San Jose State University

M.S., Human Factors and Ergonomics

San Jose, CA | MAY 2022

Focus in Human Computer Interaction

Including Coursework in:

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

University of Washington

B.A., Psychology

Seattle, WA | JUNE 2020

Minors in Informatics and Diversity

Including Coursework in:

- User Research
- Cognitive Psychology
- Design Methods

SKILLS

Research

Usability Testing, Interviews, Surveys, Experiment Design, Heuristic Evaluation, Personas, Statistical Analysis, Competitor Analysis

Design

Journey Mapping, User Flows, Prototyping

Programming

R, HTML/CSS

Software

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