

Heegi Yun

UX Designer dedicated to uncovering user and business needs, transforming them into intuitive, user-centered design solutions

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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.
- Increase user research efforts by 150%, engaging diverse user groups in usability testing and focus group sessions, resulting in informed design improvements prior to release.
- Translate user insights into strategic design decisions that align with business goals, enhancing product usability and client satisfaction.

Human Factors Engineer Associate @ General Dynamics IT

Remote (US) | April 2023 - July 2024

- Provided UX support for various [Centers for Medicare and Medicaid Services \(CMS\)](#) projects, improving designs via wireframes, usability testing, and heuristic evaluation.
- Collaborated in Agile teams of developers, business analysts, and product owners to align UX/UI enhancements with business and technical requirements.

PROJECTS

Pokemon Unite Heuristic Evaluation + Redesign

Sep 2021 - Jan 2022

- Conducted user surveys and review analyses to understand end-user behaviors and use cases.
- Identified and resolved 10+ usability issues based on heuristic principles, enhancing the design with Figma.

Zillow Mobile App Usability Testing + Redesign

Mar 2021 - June 2021

- Led a team of 4 in a comprehensive usability study, from participant recruitment to data analysis.
- Moderated over 5 remote sessions and redesigned interfaces in Figma to address major usability issues.

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

SKILLS

Design

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

Research

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

Programming

R, HTML, CSS

TOOLS

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