Heegi Yun

UX Researcher

heegiyun.com
linkedin.com/in/heegi-yun
github.com/heegi
contact@heegiyun.com
(208) 484-0798

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 recommended design solutions for improvement

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

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 to identify user pain points and provide actionable recommendations

EXPERIENCE

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

Organized social/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 forms and documents Processed requests from 8,000+ international students by working 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:
- User Research
- Cognitive Psychology

SKILLS

Research

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

Design

Journey Mapping, User Flows, Personas, Low to Mid Fidelity Prototyping

Programming

R, HTML, CSS

Tools

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