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 for the Centers for Medicare and Medicaid Services (CMS) projects to improve current designs, employing wireframes, prototypes, user/process flows, usability testing, and heuristic evaluation

Collaborate within Agile settings, engaging with cross-functional teams of developers, business analysts, and product owners to align UX/UI enhancements with business requirements

Student Assistant @ UW International Student Services
Seattle, WA | Feb 2019 - June 2020

Implemented 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

Conducted in-depth research on the welfare systems of 5 different countries, leveraging database and trend analysis

PROJECTS

Pokemon Unite Heuristic Evaluation
Sep 2021 - Jan 2022

Conducted a user survey and review analysis to inquire into end-user behaviors and use cases

Identified and resolved 10+ usability issues based on heuristic principles, driving design enhancements using Figma

Zillow Mobile App Usability Testing + Redesign
Mar 2021 - June 2021

Designed a usability study, moderated 5+ testing sessions, and redesigned interfaces to address major usability issues in Figma

RockX Museum Website Design
Apr 2021 - May 2021

Conceptualized and prototyped a B2C website for museum visitors using Axure RP, optimizing engagement and tour planning

EDUCATION

M.S., Human Factors & Ergonomics
San José State University | May 2022

Focus in Human Computer Interaction

Relevant Coursework:
- Human-Computer Interaction
- Interaction Design
- Usability Evaluation and Testing
- Human Factors Experiment

B.A., Psychology
University of Washington | June 2020

Minors in Informatics and Diversity

Relevant Coursework:
- Cognitive Psychology
- Design Methods
- User Research

SKILLS

Design

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

Research

Usability Testing, Interview, Survey, Heuristic Evaluation, Focus Group, Card Sorting, Thematic Analysis, Statistical Analysis

Programming

R, HTML, CSS

TOOLS

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