

Heesoo Jeong

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EDUCATION

School of Visual Art (SVA) - New York, NY

- BFA in Design, specializing in Interaction Design, Graduated May 2025
- GPA 3.99/4.00 & High Term Honors, Design Department, SVA 2022-2025

Fashion Institute of Technology, State University of New York (FIT)

- AAS in Fashion Design, Graduated Dec 2021
- GPA 3.9/4.00 & Winner, Critic's Project: Design Interpretation & Presentation

SUMMARY

Product Designer specialized in AI-driven products and cross-platform UX.

Skilled in design systems, user research, and inclusive design, focused on creating intuitive, accessible, and scalable experiences.

EXPERIENCE

Ink AI - Product Designer

Apr.2025 - Present

Skills : Cross-platform UX / AI Product Design / Design Systems / Prototyping / User Research

- Define UX architecture and cross-platform UI for an AI productivity platform, cutting prep time 54% and doubling wrap-up speed.
- Build and scale a robust design system to ensure visual consistency and accelerate collaboration with engineering teams.
- Design and deliver AI features — smart summaries, note cleanup, and contextual suggestions — from concept to QA and handoff. User testing has confirmed seamless integration, described as "built-in, not a separate tool."
- Partner with PMs and engineers in an agile environment to align design with technical feasibility and product goals.

Raisin - UX & Visual Designer

Jul.2024 - Present

Skills : UX Design / UX Research / Visual Design / Design Systems / Fintech Experience

- Contribute to fintech UX/UI rebranding, streamlining signup and driving +184% conversion and 80%+ funded account growth.
- Maintain and evolve the design system, strengthening consistency and accelerating collaboration with engineering.
- Support user research and usability testing, improving KYC completion by 15% and contributing to 120%+ funding growth.

Podscribe - UX & UI Designer

Jun 2024 - Sep 2024

Skills : UX Design / UI Design / Data Visualization / Design Systems / Prototyping

- Led redesign of the core analytics dashboard, improving usability, cutting CPA by 36%, and boosting conversions by 30%.
- Built a scalable design system and visualized incrementality, lag attribution, and pixel tracking data (5x more conversions).
- Collaborated with PMs and engineers to design multi-channel insights UX (podcast + YouTube), making ROI intuitive.

Incheon St. Mary's Hospital - Patient Navigator

2021

Skills : Communication / Empathy / Cultural Competence / Problem-Solving

- Provided patient guidance across medical processes, supporting 200+ patients monthly and improving satisfaction.
- Coordinated with medical staff to streamline workflows, reducing average patient wait times by 28%.

- **Tools:** Figma, Sketch, Adobe Creative Suite, Framer, HTML, CSS, JavaScript (React, p5.js, Git – prototyping level)
- **Collaboration:** Miro, FigJam, Jira, Confluence, Agile/Scrum (Scrum Fundamentals Certified)
- **Methods & Mindset:** UX/UI, AI Product Design, Design Systems, Prototyping, User Research, Accessibility, Fintech