HEE YEON HWANG
UX & Product Designer

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EXPERIENCE

UI/UX Design Intern   September 2020 - March 2021
GMSTEK - Remote

- Implemented a Double Diamond strategy to establish the first design process for a B2B software and create an end-to-end user experience.
- Collaborated with design team and engineers to brainstorm and iterate on flows, wireframes, prototypes, and accessibility and established the first visual design system for consistency across five associated products.
- Presented ideas, mockups, and visual data to cross-functional teams and stakeholders to acquire design approval and align with business goals.
- Led qualitative and quantitative user research and testing from 60 users to find problems and advocate users with data-backed design decisions.

UX Designer & Researcher   2020 - 2021
Freelance - Remote

- Created iconography and pixel-perfect design for an online retailer.
- Developed and conducted surveys, interviews, and usability tests for audio translation software by recruiting participants to integrate user feedback.

Sales Associate   2018 - 2020
UNIQLO - Los Cerritos, CA

- Won a customer service award out of 50 other associates for translating user feedback into a better customer experience.

Lab Manager   2017 - 2018
Emotion and Mental Health Lab - Washington University in St. Louis

- Recruited, screened, and conducted research on over 200 participants to study people's everyday emotions and their impact on decisions.
- Led weekly lab meetings with over 20 team members and collaborators to communicate any problems or participant feedback.
- Independently solved day-to-day logistical and participant issues.

EDUCATION

Certification of UX Design - CareerFoundry.com   2020
A 10-month online course mentored by UX industry leaders.

Bachelor of Science in Psychology - University of California, San Diego   2017

SKILLS

Wireframing

Prototyping

Design Documentation

Information Architecture

Design Thinking

User-Centered Design

Presentations

Accessibility

User Flows & Journey Maps

User/Job Stories

Usability Testing

User Interviews

A/B & Preference Testing

Affinity Diagrams

Card Sorting

Competitive Analysis

Data Analysis

Front-end Development

TOOLS

Adobe XD

Figma

Illustrator

Photoshop

HTML/CSS/Javascript

Qualtrics

After Effects