



# HEE YEON HWANG

## UX & Product Designer

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### EXPERIENCE

#### UI/UX Design Intern

September 2020 - March 2021

GMSTEK for X-1 FBO - Remote

- Created an end-to-end user experience for 10 modules of private airport logistics software by implementing a new Double Diamond design process.
- Gathered insights for user-centered designs from over 60 users by developing and conducting surveys, interviews, and usability testing.
- Advocated for design decisions backed by data and iterated on user flows, wireframes, and prototypes for five projects by integrating user feedback.
- Assisted with checking user accessibility and constructing icons, components, and visual design systems through Material Design guidelines.
- Achieved 100% of the business requirements by presenting and collaborating cross-functionally with engineers and stakeholders.

#### 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 for a study on people's everyday emotions and their impact on decisions.
- Led weekly lab meetings with over 20 team members and collaborators to discuss any problems or participant feedback.
- Problem-solved day-to-day logistical, technical, and participant issues independently.

### 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

A/B & Preference Testing

Affinity Diagrams

Card Sorting

Competitive Analysis

Data Analysis

Design Documentation

Design Thinking

Front-end Development

Journey Maps

Information Architecture

Presentations

Usability Testing

User Accessibility

User-Centered Design

User Flows

User/Job Stories

Wireframing

Prototyping

### TOOLS

Adobe XD

After Effects

Illustrator

Microsoft Excel

Photoshop

Figma

HTML/CSS/Javascript

Qualtrics