HEE YEON HWANG

UX Designer

UX Designer with a background in psychology research committed to create user-centered designs that evoke emotion and action.

EXPERIENCE

Sales Associate   2018 - present
UNIQLO - Los Cerritos, CA
- Awarded Customer Service Award of the Month for April 2019 by leading empathy and understanding with customers.
- Managed customer complaints and issues as a cash wrap supervisor.

Lab Manager   2017 - 2018
Emotion and Mental Health Lab - Washington University in St. Louis
- Recruited and conducted primary research over 200 adult participants for a diary-like research study on people's everyday emotions and how it impacts their decisions.
- Conducted secondary research with literature reviews to help publish research papers.
- Analyzed quantitative data through SPSS, Microsoft Excel, and R programming.
- Delivered insight from quantitative data by presenting a poster at the Society of Affective Science Conference 2018 at University of California, Los Angeles.
- Led weekly lab meetings to discuss any problems with the study or feedback from participants for any opportunity for improvements.
- Problem-solved logistical, technical, and participant issues promptly.
- Organized and filed large quantities of physical and digital data.

Senior Research Assistant   2016 - 2017
Emotion Lab - University of California, San Diego
- Recruited and conducted 200 dyadic research participants to examine the physical and psychological effect of gratitude on stress.
- Analyzed qualitative data by behavioral coding participant interaction videos.
- Transcribed speech from video recordings of participants.

UX PROJECTS

Ink Tank - Tattoo design and artist finder app
Conducted competitive analysis, user research, created personas, journey maps, wireframes, prototypes, and usability testing through Figma and Adobe XD for a tattoo app to help find design inspirations and connect users with local artists and shops. Ink Tank focuses on helping users find a nearby artist and designs from filtering through categories such as specialties, prices, and reviews, to comparing artists and booking sessions

FLASH - Vocabulary learning app
Researched and prototyped paper wireframes of a vocabulary learning app that focuses on users' needs to study words in order to balance their multifaceted lives. Users have the option to input their own images for words or definitions, examples for context of the words, and a "hands-free" voice activated study option to multi-task to effectively make use of their precious time.

CONTACT

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EDUCATION

Certification of UX Design CareerFoundry.com
June 2019 - present
A 10-month online course mentored by UX industry leaders.

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

SKILLS

A/B & Preference Testing
Affinity Diagrams
Behavioral Coding
Card Sorting
Competitive Analysis
Data Analysis
Design Thinking
Diary/ESM/EMA Research
Information Architecture
Flowcharts & Journey Maps
Leadership
Strategic Research
Personas
Presentations
Public Speaking
Transcribing
Usability Testing
User-Centered Design
User Interviews
User Flows
User/Job Stories
Wireframing & Prototyping

TOOLS

Adobe XD
Figma
HTML/CSS
Javascript
Qualtrics
R Programming
SPSS