



HEE YEON HWANG

User Experience Designer

heeyeonhwang95@gmail.com

heeyeonhwang.com

(818) 515-6898

EXPERIENCE

UI/UX Design Intern

September 2020 - March 2021

GMSTEK for X-1 FBO - Remote

- Implemented a new design process for private airport logistics software for an end-to-end user experience.
- Developed and conducted surveys, user interviews, A/B testing, and usability testing on over 60 participants to create user-centered designs.
- Analyzed user data to discover solutions and design wireframes, prototypes, and simple workflows for four associated products.
- Assisted with checking user accessibility and constructing Material Design guided icons, components, and design systems.
- Presented research plans, data analyses, design solutions, and mockups to the team and company stakeholders and discussed feedback.

UX Designer & Researcher

2020 - 2021

Freelance - Remote

- Created iconography and pixel perfect design for an online retailer.
- Conducted surveys, interviews, and usability tests for an audio translation software by creating research questions and recruiting participants.

Sales Associate

2018 - 2020

UNIQLO - Los Cerritos, CA

- Translated user feedback into a better customer experience, resulting in a customer service award.

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 everyday emotions and its impact their decisions.
- Led weekly lab meetings with team and collaborators to discuss any problems or participant feedback.
- Problem-solved logistical, technical, and participant issues.
- Organized and filed large quantities of physical and digital data.

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