

# HEE YEON HWANG

## UX & Product Designer

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### EXPERIENCE

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#### UI/UX Product Designer

August 2021 - Present

GMSTEK - Remote

- Proposed high-fidelity mockups for a government contract software within one month by following a 200-page guideline.
- Leading the standardization of designs across 3+ aviation logistics products with design documentation by updating icons, color, grids, typography, and components.
- Problem-solving workflows and designs for the accounting dispute process of both the processor and merchants by communicating feedback with the engineering team during 3-week sprints.

#### 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.
- 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

- Developed and conducted surveys, interviews, and usability tests for audio translation software by recruiting participants to integrate user feedback.

#### 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

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#### 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

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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

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Adobe XD

Figma

Illustrator

Photoshop

HTML/CSS/Javascript

Microsoft Excel

Qualtrics

After Effects