



# HEE YEON HWANG

## UX Designer & Researcher

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

### UX PROJECTS

#### Ink Tank - Tattoo design and artist finder mobile app

Ink Tank provides users a filtering feature through categories such as specialties, prices, and reviews, feature to comparing artists and ability booking sessions easily.

- **Process:** Competitive analysis, user research, personas, journey maps, wireframes, prototypes, and user testing
- **Tools:** Design Thinking, Material Design, Figma, Adobe XD

#### FLASH - Vocabulary learning app

Flash was created to focuses on users' needs to study words in multiple methods with visual aids and examples in order to balance their multifaceted lives.

- **Process:** Competitive analysis, user interviews, wireframing, prototyping, usability research
- **Tools:** Design Thinking, Prottos

### EXPERIENCE

#### Freelance UX Researcher

2020 - present

AudioDub.app

- Conducted UX research for an audio translation software by creating research questions, recruiting participants, and conducting surveys and interviews.

#### Sales Associate

2018 - present

UNIQLO - Los Cerritos, CA

- Awarded Customer Service Award of the Month for April 2019 by leading service and translating customers' complaints into a better experience.

#### Lab Manager

2017 - 2018

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

- Recruited and conducted research on over 200 participants for a study on people's everyday emotions and how it impacts their decisions.
- Analyzed quantitative data through SPSS, Microsoft Excel, and R programming.
- Led weekly lab meetings with team and collaborators to discuss any problems 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.

### CONTACT

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(818) 515-6898

### EDUCATION

#### Certification of UX Design CareerFoundry.com

- May 2020

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 Language  
Design Thinking  
Information Architecture  
Flowcharts & Journey Maps  
Front-end Development  
Personas  
Usability Testing  
User-Centered Design  
User Flows  
User/Job Stories  
Wireframing & Prototyping

### TOOLS

Adobe XD  
Figma  
HTML/CSS  
Javascript  
Qualtrics  
R Programming  
SPSS