jackie ko

Product Designer

www.jackieko.design
jackie.ko95@gmail.com
(703) 608-9577

EDUCATION

Thinkful
2019 - 2020
Certificate,
Product Design

University of Virginia
2014 - 2018
B.A. Economics
Blue Ridge Scholar
Dean's List: Fall 2017,
Spring 2018

SKILLS

Research
User Surveys
Persona Building
User Flows
Sketching
Wireframing
Prototyping
Interaction Design
Usability Testing

Design
Figma
Sketch
InVision Studio
Adobe CC

Programming
HTML5/CSS3
JavaScript
jQuery
SQL

EXPERIENCE

Base, Product Design Intern
June 2020 - Present
- Designing a primary scheduling feature from concept to product within the Base software to offer availability to executives
- Assist in creating Base's design system for organization and improved product-engineering communication
- Collaborate closely with a product manager, developers, designers, and marketing

Thinkful Product Design Program, Apprenticeship
Apr 2019 - Jan 2020
- Learned industry best practices and design process standards on UX research, visual design, and front-end development
- Created and deployed 3 projects while learning new tools and frameworks by collaborating several hours every week with a senior product designer

Wayfair, eCommerce Site Experience
Sept 2018 - Mar 2020
- Optimized the kitchen cluster's site merchandising to provide a best-in-class customer shopping experience
- Led a $2.2M marketing category increase in key KPIs by developing business strategies and analyzing customer problems
- Collaborated extensively with cross-functional stakeholders to develop innovative and strategic solutions

PROJECTS

Text-a-Toasty, Delivery Service Application | **Case Study**
Designed a delivery service application with SMS autoresponder technology to simplify a complex internal system of receiving orders.

Jupiter, Cloud Storage Platform | **Case Study**
Designed a cloud storage platform with social networking capabilities to support real-time collaboration. Ideated innovative technology to assist in more efficient learning with built-in auto-created flashcards for the busy student.

BusyBus, Mobile Bus Application | **GitHub Link**
Designed a mobile bus application that helps users identify the fastest and nearest bus route.