# Jihyun Kim

## RELEVANT EXPERIENCE

## Colgate-Palmolive (ShopSmiles), UX Intern

JUL - SEP 2022

- <u>Redesigned product cards</u> for Colgate's e-commerce site ShopSmiles, reducing the bounce rate by 20%. Updated designs to meet WCAG 2.1 accessibility standards and consolidated the design system to ease development efforts.
- Drafted a script and conducted 7 interviews of whitening care users to generate insights for restructuring the information architecture (IA) of ShopSmiles' product description page (PDP).
- Collaborated weekly with Marketing, PMs, and Engineers. All designs now shipped.

## GoodNotes, Lead Product Designer

JAN - MAY 2022 | Contract

- Designed and conceptualized <u>Tags and Reminders</u> to help users feel confident when studying with GoodNotes. Led four student designers in collaboration with GoodNotes' Sr. Designers. Conducted 15+ user interviews and usability tests.
- Invited to deliver the final solution to the entire company on Loom for GoodNotes' demo day.

## Playbook, Product Designer

SEP - DEC 2021 | Contract

 Created user flows and uncovered pain points of students collaborating on Playbook, a cloud storage start-up designed for creatives. Used insights from 6 interviews, 14 diary studies, and a cognitive walkthrough. Communicated weekly with the CEO and Founding Engineer.

## Food52, Product Designer

FEB - MAY 2021 | Contract

- Designed 0→1 a mobile Food52 app and built its design system, incorporating the previously segmented community as a holistic experience to increase user engagement and interaction.
- Benchmarked 6 competitors, conducted 14 interviews and 7 usability tests of our design.

#### INVOLVEMENT

## Berkeley Haas School of Business, Design & Web Assistant

APR 2020 - PRESENT | Part-time

 Designed graphics for use in LinkedIn and blog posts and 1,400+ icons for promotional emails sent to prospective MBA students. Currently designing e-books on Foleon.

## **DESINV 198, Lead Course Instructor**

AUG 2020 - MAY 2023

• Taught 11 lessons about the basics of Adobe Photoshop and Illustrator to a total of 80+ students. At the end of every semester, presented students' work in a showcase open to the public.

## Berkeley Innovation, Education Director

MAY 2022 - DEC 2022

 Developed and taught an interactive 10-week human-centered design curriculum to 15 students, focusing on themes based on the Double Diamond design process.

## Innovative Design, President

DEC 2021 - MAY 2022

- Overlooked the logistics of UC Berkeley's premier creative agency of 100+ members, while leading weekly meetings for 30+ executive members. Resulted in a record-low turnover rate.
- Lowered the barrier of entry Berkeley's design community by founding beginner-friendly teams, increasing membership by +23% and Instagram followers by +6%.
- Spearheaded onboarding resources, an alumni network, and a club-wide Notion page. With USC, began a new chapter of the club in UCLA.

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#### **EDUCATION**

# University of California, Berkeley

AUG 2019 - MAY 2023, DEAN'S HONORS LIST

B.A. Psychology B.A. Media Studies, Digital Media

#### **Relevant Coursework**

Web Design, Social Psychology, Virtual Communities & Social Media, Video Games & Playful Media, Principles of Business, Foundations of Data Science, Digital Video Production

#### **SKILLS**

#### Design

Product Design, Interaction Design, Prototyping, Wireframing, User Research, Usability Testing, Design Systems, Graphic Design, Video Editing

#### Tools

Figma, Adobe CC (Illustrator, Photoshop, Premiere Pro, InDesign), Webflow, Dscout HTML/CSS, JavaScript, Python, R

#### **ACCOLADES**

TreeHacks 2023, Honorable Mention, Hack to Connect with Others Through Food FEB 2023

# CMYK x Bay Area Rapid Transit (BART) Designation, First Place

NOV 2020

