

JISU RYOU

ABOUT ME

Hello! I am Jisu Ryou, a PM with strong logical thinking and problem-solving skills.

I continuously seek the right direction, leveraging my academic background and diverse project experience, from data-driven user experience design and full-stack development, to uncovering hidden insights through UX research.

If you'd like to learn more about me, please visit my portfolio page :)

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jisuryou7@gmail.com
[Portfolio Page](#)

EDUCATION

Master's Degree in Intelligence & Information	Sep 2021 - Feb 2024
GSCST of Seoul National University, Korea <i>User Experience Lab (Best Paper Graduation)</i>	
Bachelor's Degree in Software & Psychology	Mar 2017 - Aug 2021
Sungkyunkwan University, Korea (1st) Dept. of Software, College of Software Convergence (2nd) Dept. of Psychology, College of Social Sciences	
Exchange Student	Jan 2019 - May 2019
The University of Texas at Dallas, United States	

EMPLOYMENT

SNU UXLab, Seoul, Korea	Sep 2021 - Aug 2024 (3 years)
Project Manager	
: Allocated tasks and managed stakeholder communication.	
: Defined and adapted research directions and methodologies agilely.	
: Led user research, data analysis, and prototype development.	
UX Researcher	
: Designed and conducted prototype testing and user interviews.	
: Analyzed user behavior and provided data-driven insights.	
Back-end Developer	
: Designed conversation flows and developed chatbots and voice agents.	
: Designed the database and integrated APIs.	
(Simultaneously participated in multiple projects.)	
<ul style="list-style-type: none">• UX Evaluation of Text-Based Conversational Experiences LG (4 months)• Financial Hyper-Personalization Using MyData HiUX (6 months)• Clothing Care Pilot for Shared Housing Samsung (3 months)• Exhibition Mind Robots Integrated with AI KOCCA (4 months)• Opportunity Discovery for Home Appliance Subscription Services Samsung (4 months)• UX Improvement for Shopping Platforms Naver Shopping (4 months)• Dream Journal Voice Agent Development (4 months)• Advancing Financial Chatbots via Voice Banking Taran UXD (2 months)	

Rihoz, Seoul, Korea

Sep 2020 - Dec 2020 (4 months)

Front-End Developer (Intern)

: Contributed to frontend development of the admin web page and app.

- 'Dangjib (Your Smart Butler)', a big data driven smart life service platform

SKILLS

Technical:

(expert)

- HTML/CSS
- Dialogflow

(intermediate)

- SQL
- R
- Google Cloud Platform

Programming:

(expert)

- Python
- JavaScript

(intermediate)

- C
- C++
- Java
- C#

Design:

- Adobe Illustrator
- Adobe Photoshop
- Adobe XD
- Figma

Collaboration:

- Notion
- Slack

Language:

- Korean (native)
- English (fluent)

PUBLICATION

First Author and Co-Author:

Led the research, conducted user studies, and wrote the paper and book.

Ryou, J., Lee, K., & Lee, J. (2023, April). "You said da da...": A Short Echoing Tweak for Journaling with VA. In *Extended Abstracts of the 2023 CHI Conference on Human Factors in Computing Systems* (pp. 1-6). [[paper](#)]

Joongseek Lee, Minjoo Kim, Jisu Ryou, Kihun Lee (2023). 『Single Households and Technology: In the Age of Solitude, Technology Creates Neighborliness』. *threechairs*. [[book](#)]

Second Author and Third Author:

Conducted key research tasks, data analysis, and refined the final paper.

Jang, H., Ryou, J., & Lee, J. (2025). Self-Driven Clarity: Exploring Money Management Strategies via MyData. In *HCI KOREA*, 476-482. [[paper](#)]

Lee, K., Ryou, J., & Lee, J. (2023). Study on the Mind-Upload of Construction-Building Method: A Case study on the Voice-based Conversation Robot Exhibition. In *Design Convergence Study*, 22(4), 59-73. [[paper](#)]

Kim, M., Ryou, J., Lee, K., & Lee, J. (2023). Actually, Clustering is Not Everything! How UXer analyzes behavior types with page log data. In *HCI KOREA*, 497-502. [[paper](#)]

Ryu, M., Park, S., Ryou, J., & Lee, J. (2022). "Not a Replacement, But a New Form of Banking": Exploring VUI Use Cases for Banking via Human-Machine Communication. In *HCI KOREA*, 305-311. [[paper](#)]

PUBLIC PRESENTATION

Joongseek Lee, Sangah Park, Jisu Ryou, Sumin Kwon, Jiseon Yu (2022). "Building a Conversational Service Growing Its Knowledge Base with Use", *HCI KOREA 2022 Tutorial*.