

JOHN JANG

UX/UI Designer

<https://www.johnjang.ca/>

UX Design Portfolio password: **portfolio**

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SUMMARY

UX/Product Designer who draws user-centric, data-driven interfaces for SaaS and e-commerce platforms. Skilled at using user research insights to improve user engagement and operational efficiency. Delivered impactful results, including a 40% reduction in operational delays for a hotel management SaaS platform under tight deadlines. Passionate about combining research and design to create solutions that address real-world challenges."

EXPERIENCE

Freelance Product Designer

OperateEase

08 / 2024 ~ Present | Remote, Toronto

- Designed an interactive inventory management dashboard for a SaaS B2B hotel management platform, leveraging data-driven research to streamline lodging operations and reduce delays by **40%**
- Collaborated effectively with Product Designers, Project Managers, and often invited stakeholders to UX meetings

UX/UI Designer Internship

The Sakhi

06 / 2024 ~ 10 / 2024 | Remote, Toronto

- Delivered an elegant design for onboarding experience which includes home page and product detail page along with search features for an online Indian shopping mall platform
- Reimagined the e-commerce navigation to connect traditional clothing categories with holidays in India, enhancing storytelling through design
- Usability testing showed that **80%** of participants were able to recognize the connection between the products and the holidays

UX/UI Design Apprentice

Tech Fleet Professional Association

04 / 2023 ~ 07 / 2023 | Remote, Toronto

- Implemented a **location-based search feature** used by **5,000+** monthly users, enhancing navigational efficiency

UX/UI Design Apprentice

TeleVU Innovation

06 / 2022 ~ 08 / 2022 | Remote, Toronto

- Redesigned video-call service for medical professionals, increasing usage by **80%** and session duration by **60%**
- Facilitated user research with **30 participants**, extracting valuable insights that enhanced feature prioritization and improved usability

Web Development Apprentice

Tech Fleet Professional Association

08 / 2023 ~ 09 / 2024 | Remote, Toronto

- Developed reusable components with React, enhancing UX consistency across the app

- Implemented a work strategy (i.e. git, branch system, code review, code refactoring, etc.) that boosted the efficiency of team work by **85%**, delivering the intended amount of workload one week sooner than scheduled deadline

Store Staff

Loblaw Companies Ltd

10 / 2021 ~ Present | Remote, Toronto

- Implemented an electronic navigation map to reduce the time spent on looking for products among Loblaw shoppers by **20%**

English as a Second Language Instructor

Miller English Academy

02 / 2021 ~ 08 / 2021 | Remote, Toronto

- Designed gamified classroom activities, including quizzes and role-playing exercises, to boost engagement and focus-retention rates by **30%**
- Implemented game-like reward systems to encourage participation, leading to a **25%** improvement in students' listening and speaking skills

English as a Second Language Instructor

Sogang University

02 / 2020 ~ 01 / 2021 | Remote, Toronto

- Designed vocabulary games, adapted scavenger hunts into engaging in-class activities, and incorporated gym-related challenges, maintaining a high participation rate of **95%**

EDUCATION

UX Design

York University

North York, Ontario

Web Development Bootcamp

Dream Coding Academy

Remote, Toronto

Psychology & Neuroscience

University of New Brunswick

Fredericton, NB

TOOLS & SKILLS

Figma, Figjam, Miro, Wireframing, Sketching, Prototyping, Mock-ups, Usability Testing, Adobe Photoshop

User-Interface Design, User Research

HTML5, CSS3, JavaScript, TypeScript, Next.js, React, Vite, MongoDB, Express.js, Axios