JOHN JANG

User Experience Designer / Product Designer / UX Engineer

EXPERIENCE

Freelance Product Designer
OperateEase (Project)

10 / 2024 ~ Present | Remote, Toronto

Responsibilities:
- Utilize Figma and design system thinking to ensure scalable and reusable design components
- Translate user needs into intuitive wireframes, prototypes, and high-fidelity designs for a B2B SaaS enterprise platform
- Collaborate cross-functionally with stakeholders, product managers, developers, and marketing teams to define project scope, objectives, and user requirements
- Conduct user research, usability testing, and data analysis to refine user experience and optimize engagement

Key Achievements:
- Designed and implemented a data-driven inventory management dashboard for a B2B SaaS hotel platform, achieving a **40% improvement** in task efficiency and a **20% reduction** in manual errors
- Led UX workshops with stakeholders to align on user needs and design goals, ensuring seamless implementation and accessibility compliance

UX/UI Designer Internship
The Sakhi

06 / 2024 ~ 10 / 2024 | Remote, Toronto

Responsibilities:
- Conducted user research and usability testing to enhance engagement and storytelling through design
- Created site maps, wireframes, and prototypes to optimize navigation and labeling systems
- Developed and tested an interactive filter system, ensuring compliance with AODA accessibility guidelines

Key Achievements:
- Improved usability by designing an intuitive category-based navigation that connects traditional clothing with Indian festivals
- Designed a holiday-themed navigation system for an e-commerce platform, increasing user engagement by **80%**

UX Engineer
Tech Fleet Professional Association

04 / 2023 ~ 09 / 2024 | Remote, Toronto

Responsibilities:
- Converted design systems from figma using Material Design or Human-Interface Design Guidelines
- Created engineer-friendly prototyping map on iPad and shared the data on Figma, based on the prototypes from the designers on design-oriented Figma, Adobe XD, or Sketch files
- Collaborated with front-end and back-end engineers to research and implement efficient work strategy (i.e. git, branch system, code review, code refactoring, etc.)

Key Achievements:
- For Food-donation mobile application, I improved the speed of search by **15%** (according to the comparison between two different usability testing results)
- For violence-intervention mobile application (Philly Truce), I developed and delivered the product (to the point where the design was proposed) **7 days sooner** than the project deadline, due to the improved internal work strategy

UX/UI Design Apprentice
TeleVU Innovation

06 / 2022 ~ 08 / 2022 | Remote, Toronto

Responsibilities:
- Redesigned the video-call interface for medical professionals, prioritizing user-centered design and scalability
- Conducted extensive user research with **30 participants** to inform design decisions for secure, cloud-based deployments

Key Achievements:
- Increased session durations by **60%** and usage rates by **80%** through UX improvements
- Delivered actionable user insights, supporting the integration of new features into a scalable platform

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

Design Tools: Figma, FigJam, Miro, Adobe Photoshop, Interactive Prototyping, Wireframing, Mock-ups, Usability Testing, Design Systems
Specialized Skills: User Research, Interaction Design, Accessibility (WCAG, AODA), Hypothesis-Driven Design, Developer-Ready Assets
Technical Skills: HTML5, CSS3, JavaScript, TypeScript, React, Next.js, MongoDB, Express.js, Vite, Axios