JOHN JANG

Product Designer

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Design Portfolio password: **portfolio**   https://www.johnjang.develop/

SUMMARY

Product Designer passionate about creating user-centered, scalable, and accessible digital experiences that drive innovation and empower users. Proficient in leveraging data, user research, and design tools like Figma to deliver seamless and intuitive SaaS solutions. Experienced in developing and maintaining design systems, collaborating with cross-functional teams, and implementing design strategies that align with business goals. Dedicated to solving complex design challenges and improving user satisfaction through functional, visually engaging designs.

EXPERIENCE

Freelance Product Designer
OperateEase (Project)

10 / 2024 ~ Present | Remote, Toronto

Role Responsibilities:
- Collaborate with stakeholders to define project scope, objectives, and user requirements
- Translate user needs into wireframes, prototypes, and high-fidelity designs for B2B SaaS enterprise platform
- Utilized Figma and design system thinking to ensure scalable and reusable design components

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

UX/UI Designer Internship
The Sakhi

06 / 2024 ~ 10 / 2024 | Remote, Toronto

Role Responsibilities:
- Conducted user research and usability testing, integrating insights to enhance storytelling through design
- Initiated and led design of filter, creating wireframes and prototypes to ensure its usability
- Designed interactive wireframes and prototypes that aligned with AODA guidelines for accessible digital experiences

Key Achievements:
- Delivered new e-commerce navigation that connects traditional clothing categories with holidays in India, enhancing storytelling through design
- Created 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
- Implemented a **location-based search feature** used by **5,000+** monthly users, enhancing navigational efficiency
- 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

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

Store Staff
Loblaw Companies Ltd

10 / 2021 ~ Present | Toronto, Ontario
- 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 | Republic of Korea
- 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 | Republic of Korea
- 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, SCSS