

JOHN JANG

Product Designer

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[My portfolio](#)

SUMMARY

A Product Designer, graduated from York University in Toronto, Ontario, Canada, with over a year of professional experience in crafting user experience that suits the branding and another year of experience in web development. I am proficient in designing products from scratch till the launch, while considering the development perspective such as the User Interface development, CI/CD pipeline, deployment, etc. My strengths include strategic designing, initiating projects, and leading communications with internal and external teams. By nature, I am analytical, perceptive, and enjoy problem-solving. Outside of work, I am a runner, dancer, and a potential traveler.

EXPERIENCE

Product Designer

[OperateEase](#)

08 / 2024 ~ Present | Remote, Toronto

- Developed a comprehensive design system to **standardize UI components** and hosted UX Design workshops to align with stakeholders and gather insights from users
- Led the design of an inventory management system, optimizing room occupancy and supply management, increasing efficiency by **60%**
- Collaborated closely with engineering teams to ensure design feasibility and maintain a high standard of quality across all features

Product Designer Intern

[The Sakhi](#)

06 / 2024 ~ 10 / 2024 | Remote, Toronto

- Designed culturally specific shopping experiences, achieving a **3.5% CTR** in the **pilot phase**
- Conducted regular **design critique sessions** with Shopify developers to refine features and functionality based on feedback
- Identified **8+** user flow pain points and improved the shopping experience through data-driven adjustments aligned with business goals

UX Designer

[TuGo Travel](#)

03 / 2024 ~ 05 / 2024 | Remote, Toronto

- Enhanced the user engagement in the **exploration** and **payment process**, boosting average engagement time to **10 minutes**
- Prioritized and aligned design initiatives with product objectives, focusing on ROI and user satisfaction

UX/UI Design Apprentice

[TeleVU Innovation](#)

06 / 2022 ~ 08 / 2022 | Remote, Toronto

- Conducted user research with **30 participants** gathering insights that informed feature prioritization and usability
- Revamped video call service design, driving an **80% increase** in usage and a **60% rise** in call duration

VOLUNTEER

Web Development Apprentice

[Tech Fleet Professional Association](#)

08 / 2023 ~ 09 / 2024 | Remote, Toronto

- Collaborated with UX designers to develop user-friendly applications, ensuring design integrity alongside development teams

UX/UI Design Apprentice

[Tech Fleet Professional Association](#)

04 / 2023 ~ 07 / 2023 | Remote, Toronto

- Designed and implemented a location-based, user-friendly search functionality serving **over 5,000 users monthly**

EDUCATION

UX Design

[York University](#)

North York, Ontario

Web Development Bootcamp

[Dream Coding Academy](#)

September 2022 ~ July 2023

Remote, Toronto

Psychology & Neuroscience

[University of New Brunswick](#)

September 2013 ~ June 2017

Fredericton, NB

TOOLS & SKILLS

Figma, Figjam, Miro, Wireframing, Sketching, Typography, Prototyping, Mock-ups, A/B Testing, Usability Testing
Waterfall, User-Interface Design, User Research
HTML5, CSS3, JavaScript, TypeScript, Next.js, React, Vite, MongoDB, Express.js, Axios

OTHER LINKS

[LinkedIn - John Jang](#)

[My Web Development Portfolio](#)

[My Github Profile](#)

OTHER INFO

Portfolio password: **portfolio**