

# JOHN JANG

## Product Designer

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## SUMMARY

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A Product Designer, graduated fresh from York University in Toronto, Ontario, Canada, actively developing a career in crafting user experience while carrying a year of experience in web development. Coming with a background in Neuroscience, Education, and Software Development, I have been participating in the process of building digital products either from the scratch or by redesigning what already exists, while considering the development perspective such as the User Interface development. Despite short periods of involvement in the past projects, I have been successful in delivering the results that meet the expectations of stakeholders. 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

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### Product Designer Internship

#### The Sakhi

06 / 2024 ~ Present | Remote, Toronto

- Designed culturally specific shopping experience 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/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 a **60% rise** in call duration

### 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%**
- Maintained proper stock management and actively participated in sales to keep up the record sale of **25%** every quarter

### English as a Second Language Instructor

#### Miller English Academy

02 / 2021 ~ 08 / 2021 | Remote, Toronto

### English as a Second Language Instructor

#### Sogang University

02 / 2020 ~ 01 / 2021 | Remote, Toronto

## VOLUNTEER

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### Product Designer

#### OperateEase

09 / 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%** from the usability tests
- Collaborated closely with engineering teams to ensure design feasibility

### 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

## EDUCATION

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### 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

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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 & INFO

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[My Web Development Portfolio](#)

[My Github Profile](#)

Portfolio password: **portfolio**