

JOHN JANG

Associate UI/UX Designer

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EXPERIENCE

UX Designer

The Sahki

06/2024 Remote, Toronto

- Utilized **user interviews**, **user persona**, **user journey map**, and **SWOT analysis** to discover **8+ pain points** (i.e. price and product comparison experience, vendor information and reliability, etc.)
- Participated in **4+ stakeholder meetings**, refined service strategies like product comparison (pictures, prices, sizes, etc.) and shipping to improve service delivery

UX Design Apprentice

TuGo Travel

01/2024 - 05/2024 Remote, Toronto

- Defined and tracked key UX performance metrics such as user satisfaction scores and task completion rates, leading to a **20% reduction** in customer support inquiries.
- Developed and implemented a content strategy for optimizing checkout pages and insurance packages, which led to an **80% increase** in user engagement rate by aligning content with customer needs.

Web Developer Apprentice

Tech Fleet Professional Association

08/2023 - 12/2023 Remote, USA

- Increased the food donations among locals in the US by managed updates and modifications for over **30 web pages**
- Improved NFT transactions by reimagining **20+ UI screens**
- Led weekly meeting as a Lead Web Developer in progress mobile application to launch an emergency messaging helpline over the period of **6 weeks**

UX/UI Designer Apprentice

Food Distro

01/2023 - 04/2023 Remote, USA

- Collaborated with UX Researchers and involved non-profit founders to address reliability, food freshness, and marketing in **5+ workshops**
- Achieved a **95% user satisfaction rate** by implementing ranking system, location-tracking, and messenger-functionality based on the research outcome, providing sharp & pixel-perfect designs to the developers

UX/UI Designer Apprentice

TeleVU Innovation Inc

06/2022 - 08/2022 Remote, Toronto

- Led and managed **6+ UX workshops**, creating branding and design guideline
- Achieved **25% increase** in user engagement rate by redesigning the internal web portal

EDUCATION

UX Design Bootcamp

UX Design York University

01/2022 - 08/2022 North York, ON

- Graduated with UX Design Certificate

B.A. Psychology

University of New Brunswick

09/2013 - 05/2017 Fredericton, New Brunswick

- Graduated with Bachelor's degree in Neuroscience and Psychology

TRAINING / COURSES

Web Development Bootcamp Computer Science

Dream Coding Academy

LANGUAGES

English

Native



French

Intermediate



Korean

Proficient



SKILLS

Adobe XD, Figma, Figjam, Miro, Wireframes, Wireframing, Mockups Prototyping, Typography, Sketch, UI/UX Design

A/B Testing, Design Thinking, Digital Design, User Testing, Agile, User Research

Front-end: HTML, CSS, Tailwind CSS, Bootstrap, JavaScript, TypeScript, React.js, REST API, API, Axios // Back-end: Express.js, Node.js, MongoDB, Responsive Web, Mobile Development (PWA)

Communication, Organization, Stakeholder Management, Team Leadership, Github, Slack, Fast Learner

FIND ME ONLINE



My Web Development Portfolio

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

VOLUNTEERING

Product Design Lead

Xperience

06/2024

Led UX workshops to identify key issues in social media platform