

# Karen C. Kang

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## LINKS

Website: [karenchungkang.com](http://karenchungkang.com)  
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## SKILLS

### UX

#### RESEARCH METHODS

Contextual Inquiry  
Storyboarding  
Think-aloud  
Heuristic Evaluation  
User Journey  
5 Why's  
Usability Testing  
Affinity Diagram  
Survey Design  
Persona  
Descriptive Statistics  
Wireframing

### PROGRAMMING

HTML5  
CSS3  
JavaScript  
LaTeX  
R

### TOOLS

Balsamiq  
Sketch  
Overflow  
Adobe Illustrator  
Adobe XD  
MS Excel  
MS Powerpoint

## EDUCATION

**UNIVERSITY OF CALIFORNIA, SAN DIEGO** | BA IN ECONOMICS  
2006 – 2010 | La Jolla, CA

## WORK EXPERIENCE

For over seven years, I worked at the most profitable and busiest Costco regional office in the world. Throughout my tenure, I have managed over 50 vendors and 400 grocery items totaling about \$25 million worth of inventory. This is where my passion for design emerged. My hands-on experience with product packaging and design in the retail industry has provided a foundation upon which I can use to transition my career towards the field of User Experience Design.

### US FOODS | SALES COORDINATOR

Feb 2020 – Present | Atlanta, GA

- Maintained ongoing relationships with broad range of customers in food and beverage business to find and resolve their needs for large bulk purchases.
- Served as the primary liaison between Customers, Territory Managers, District Sales Managers and Product Sales Support Administrator (PSSA)

### COSTCO WHOLESALE KOREA. LTD | ASSISTANT BUYER

Nov 2014 – Jul 2018 | Gyeonggido, South Korea

- Sourced suppliers, arranged and launched new potential items to meet the needs of customers
- Conducted interviews with suppliers to investigate challenges & issues experienced by suppliers
- Finalized and confirmed product, logo, and package designs with suppliers
- Finalized item up-size project for products with low sell price, long shelf life and fast turnover resulting with 12.7% average sales increase from previous year
- Planned and launched 3 special marketing events (Roadshow/Popup) to introduce new items and its special event category sales rocketed with comp growth of 104.3% than last year
- Optimized customization of domestic packaging design by reducing labor time and cost of applying sticker labels effectively

### COSTCO WHOLESALE KOREA. LTD | INVENTORY SPECIALIST

Jul 2012 – Nov 2014 | Gyeonggido, South Korea

- Forecast sales, issued and reviewed purchase orders accordingly to keep stocks within optimal levels
- Planned product demonstration events and gathered feedback for new products after launch

## RELATED COURSEWORK AND CERTIFICATIONS

### GEORGIA INSTITUTE OF TECHNOLOGY | Coursera

Dec 2020 - Jan 2021 | Online Certification

- Introduction to User Experience Design

## **UNIVERSITY OF CALIFORNIA, SAN DIEGO** | Coursera

Jul - Sep 2019 | Interaction Design Specialization

- Human-Centered Design
- Design Principles
- User Experience: Research & Prototyping
- Social Computing
- Input and Interaction
- Information Design
- Designing, Running and Analyzing Experiments

## **MICROSOFT CORPORATION** | Microsoft Certification

2014 | MS Office Certification

- MS Powerpoint Specialist
- MS Excel Specialist Expert

## **UNIVERSITY OF CALIFORNIA, SAN DIEGO** | Undergrad

2006 - 2010 | Economics Major

- Decisions Under Uncertainty (ECON 171)
- Demographic Analysis & Forecasting (ECON 125)
- Economics of Health Producers (ECON 140)
- Econometrics (ECON 120)
- General Psychology: Behavioral Foundations (PSYC 4)

## OTHER EXPERIENCE

### **INCHEON SEONGDONG SCHOOL FOR THE DEAF** | Web Design Assistant

Feb - Jun 2019 | Incheon, Korea

Website: <http://sd.icesc.kr/>

Supported website re-design efforts in collaboration with school administrative staff. Used html and css code to create content such as slideshows, monthly news-letters and pamphlets.

### **CHUNG-ANG UNIVERSITY** | Research Assistant

Jun - Aug 2018 | Seoul, Korea

Assisted Dr. Ilyoo Hong (Business Administration) by designing and deploying structured surveys to collect research data among college students.

### **INCHEON SEONGDONG SCHOOL FOR THE DEAF** | Staff Volunteer

2012 - 2014 | Incheon, Korea

Website: <http://sd.icesc.kr/>

Helped special education teachers arrange extra curricular activities for hard-of-hearing children and teenagers.