

Karen C. Kang

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LINKS

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SKILLS

UX

DESIGN METHODS

Contextual Inquiry
Storyboarding
Think-aloud
Heuristic Evaluation
Usability Testing
Affinity Diagram
Survey Design
A/B Testing
Persona
Descriptive Statistics
Wireframing

PROGRAMMING

HTML5
CSS3
JavaScript
LaTeX
R

TOOLS

Balsamiq
Sketch
Adobe Illustrator
Adobe XD

EDUCATION

UNIVERSITY OF CALIFORNIA, SAN DIEGO | INTERACTION DESIGN

SPECIALIZATION

2019 | Online Certification

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 of inventory. This is where my passion for design emerged.

COSTCO WHOLESALE KOREA. LTD | ASSISTANT BUYER

2014 – 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
- Reviewed new product presentations from suppliers
- Finalized and confirmed product, logo, and package designs with suppliers
- Improved the cold chain integrity by working cooperatively with Finlandia Cheese Company by implementing air tight packaging with newly installed gas lance and gauge. This resulted in lowering damages destroy rate of the product to about 1–3% each year
- Resolved illegible code date printing issues by suggesting suppliers to change to laser jet printing
- Optimized customized in-country packaging design by reducing labor time and cost of applying sticker labels
- Managed and trained newly employed 6 inventory control specialists effectively

COSTCO WHOLESALE KOREA. LTD | INVENTORY SPECIALIST

2012 – 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
- Addressed to member inquiries and complaints regarding issues with sold products

RELEVANT COURSEWORK

INTERACTION DESIGN SPECIALIZATION | Coursera

Jul - Sep 2019 | Online Certification Track

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

OTHER EXPERIENCE

CHUNG-ANG UNIVERSITY | Research Assistant

Jun - Aug 2018 | Seoul, Korea

Assisted Dr. Ilyoo Hong (Business Administration) by designing and collecting survey research data from 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.