

Kenny Kim

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Portfolio – kennykim.squarespace.com

Title of position to which you're applying

Committed to Providing Excellence in the End User Experience

Hands-on and results-driven senior customer-facing product management and deployment professional with the highly-coveted blend of business savvy and technical proficiency to best address each client's specific IT needs in driving growth and differentiations in fiercely competitive markets. Well-versed in value delivered to customers in enterprise and consumer segments. Skilled at analyzing requirements and translating corporate business needs into comprehensive strategy, road map, and implementation plans. Accomplished in developing visually appealing and user friendly web sites for an engaging use experience across multiple platforms on web and mobile devices.

- Consistently promote solid working relationships with clients, vendors and partner organizations based on earned trust and respect.
- Serve as a strong influencer amongst business executives, key stakeholders, opinion drivers, and thought leaders.
- Robust reputation for clearly and effectively communicating to audiences from a variety of cultural, educational, and economic backgrounds.
- Proven capacity to deliver complex projects on-time and within budget despite shifting priorities, demanding expectations, ambiguity, and stringent deadlines.

Education

Certificates, UX / UI Design | Career Foundry, virtual campus

Student projects include LateNight Snacks — a record of food consumption and a list of healthy recipes for late-night snacks, Word of Mouth — a video chat with local experts to ask travel-related questions, and Planner — a planner to create tasks and set a deadline for the work to be completed.

Bachelor of Arts, History | Azusa Pacific University, Whittier, CA

Skills

Competitive Analysis | User Journeys | Job Stories | User Interviews & Surveys | Contextual Inquiries | Wireframing | Rapid Prototyping | Usability & Preference Testing | HTML5/CC3 (basic) | JavaScript | CSS | Interactive Design | User Interface Design | User-Centered Design | Responsive Web Design | Information Architecture | Adobe Photoshop, Illustrator, and Dreamweaver

Freelance User Experience Projects

ETLAND | Worked Remotely, June 2019 - Present

Collaborated with this Korea-based e-commerce business similar to eBay; redesigned and improved existing online site and application.

SOXNET INC. | Worked Remotely, June 2019 - Present

Partnered with this sock design company to design its application to include a feature allowing users to design their own socks.

Skilled in in-depth usability testing for inventory management software users with numerous on-site demonstrations based on each client's workflows from small to mid-sized companies. Keen eye in observing the user's behavior and recording every move made by user. Recorded tutorial videos to address new software features and upgrades.

Professional Experience

Branch Manager | Ecount ERP, Cerritos, CA, July 2016 – October 2018

- Remotely ran usability tests against software users for a company offering one of the most affordable and customizable cloud-based enterprise resource planning solutions in the market.
- Created a staff recruiting plan in posting online advertisements, screening candidates, and scheduling and chairing interviews.
- Conducted attitudinal and behavioral research to understand the users and communicated their pain points in the users' usage of the software to improve the overall user experience.
- Re-designed an effective sales workflow by offering extensive free trial periods and step-by-step live demonstration to high probability perspectives; raised subscriptions by 11%, from 268 to 301 in the United States.
- Worked with the service and integration developers at the headquarters to launch new features to include branch management, hourly payroll tax calculator, responsive web, and MyPage.

- Recorded and implemented more than 100 interactive videos of product features as a preview of the software:
https://www.ecounterp.com/ecount/product/erp_features?p=T2