

MICHELLE KIM

User Experience Designer

PROFESSIONAL EXPERIENCE

UX Design Intern, Lexmark

May - Aug 2019

- Redesigned an internal service tool that frustrated Lexmark employees.
- Independently drove a user-centered design project from initial project scoping to preparing the final documentation for developer hand-off.
- Conducted user research including interviews, usability tests, and card sorting and practiced the iterative design methodology.
- Increased task success rate for 10 common tasks by 36% overall.

UX Researcher, InfoLab (Client: Comerica Bank)

Jan - April 2019

- Discovered reasons for low engagement between our client team and the rest of the employees at Comerica by examining internal communication tools and assessing user needs through interviews and surveys.
- Provided solutions within company constraints: redesigned Connect pages, gave an in-depth analysis of overlapping tools, and created a new style guide.

HCI & CSCW Research Assistant, U of M

Jan - April 2019

- Examined Youtube video testimonials discussing mental illness and their received community responses.
- Defined quantitative data metrics and a code book for qualitative data collection.

CONFERENCE

Speaker, Midcamp Drupal Conference at Chicago, IL

March 22, 2019

- Presented the importance of digital well-being and emphasized the social responsibility of UX designers to design with healthier behaviors in mind.

PROJECTS

UX Research, Course Project (Client: CNBC)

Jan - April 2019

- Evaluated the Live TV and stock charts features on the CNBC mobile app.
- Created an interaction map, developed personas, distributed surveys, conducted interviews, heuristics evaluation, and usability tests.
- Analyzed findings and came up with recommendations supported by results from preference testing (preferred 32 out of 32 times).

UX Research, Course Project (Client: Michigan Med)

Sept - Dec 2018

- Conducted contextual inquiry interviews and constructed an affinity wall diagram to identify the elderly's unique mental models regarding tech.
- Proposed design solutions that catered to elderly with low tech skill.

CONTACT

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EDUCATION

University of Michigan, May 2020

M.S. Human-Computer Interaction
GPA 3.97

University of Michigan, May 2018

B.S. Biopsychology, Cognition, & Neuroscience

SKILLS

User Research
Usability Testing
Heuristics Evaluation
Interaction Design
Problem Solving
Story Telling

TOOLS

Sketch App
Axure
Invision
XD
Illustrator + Photoshop
Tableau
HTML + CSS + Javascript

COMMUNITY INVOLVEMENT

President, Sept 2016 - Present
Students for Mental Health

Volunteer, May 2015 - Jan 2019

Hospital Elder Life Program