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. Will continue in Fall 2019.

CONFERENCE

Speaker, Midcamp Drupal Conference at Chicago, IL   March 22, 2019

Discussed 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

Gained experience on designing digital products for an older population. Conducted contextual inquiry interviews and constructed an affinity wall diagram to identify the elderly's unique mental models regarding tech. Proposed solutions that catered to elderly with low tech skill.

CONTACT

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SKILLS

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

TOOLS

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

EDUCATION

University of Michigan, May 2020

MS Human-Computer Interaction
GPA 3.97

University of Michigan, May 2018

BS in Biopsychology & Cognition, & Neuroscience

COMMUNITY INVOLVEMENT

President, Sept 2016 - Present

Students for Mental Health

Volunteer, May 2015 - Jan 2019

Hospital Elder Life Program