LOAM SHIN

UX Designer

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objective

Seeking summer 2023 co-op/internship in UX/UI Design at your company, available starting May 2023. Aiming to utilize my technical skills in user experience, programming, design, and accessibility. I've also acquired extensive knowledge in Adobe Creative Suite, experience in customer service, and front-end coding.

experience

UX Analyst / Center Access on Technology at RIT

JAN 2022 – PRESENT (ROCHESTER, NY)

- Develop UI mockups and prototypes that illustrate how site functions and look including designing graphic user interface elements.
- Identify and troubleshoot UX problems and work closely with development team to deliver on a project-by-project basis by participating in research to further improve CAT's software and hardware solutions.
- Conduct usability studies to gather user feedback and analyze customer requirements as well as product user behavior.

Key Project: Develop and improve an educational game application (PopSign), in collaboration with Google, that focuses on teaching American Sign Language to hearing parents with deaf children.

Floral & Growth Brand UX/UI Intern / 1-800-Flowers.com, INC

JUN - AUG 2022 (JERICHO, NY)

- Collaborated with product managers and developers to redesign the delivery date calendar feature on a product detail page, incorporating research and iterative prototypes for user testing.
- Optimized e-commerce checkout experience by improving the visual design and information architecture.
- Conducted UX/UI design initiatives to develop optimized variants for A/B Testing.

Graphic Designer / Tsays

JUN 2016 - DEC 2018 (LAWRENCEVILLE, GA)

- Designed 20+ new graphics monthly and a variety of holiday-themed designs for t-shirts using both Photoshop and Illustrator.
- Handled 40+ emails daily regarding customer service operations and ensured team members provide daily updates on orders.
- Increased monthly sales by 5%, sold $20K in 2018 by integrating various types of social media (Instagram and Facebook, new 10+ followers per week) to improve the customer service experience.

education

Rochester Institute of Technology
BS in Human-Centered Computing
ANTICIPATED GRADUATION: DEC 2023

skills

UX/UI Design
Prototyping
Wireframing
Visual Design
Responsive Design
Web Development
User Research & Testing

tools

Figma
Adobe XD
Photoshop
Illustrator
Github

programming

HTML / CSS / JS
Python
Java
PHP