

# Loam Shin

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## OBJECTIVE

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Seeking summer 2022 co-op/internship in UX/UI Design at your company, available starting May 2022. Aiming to utilize my technical skills in user experience, programming, design, and accessibility. I've also acquired extensive knowledge in Adobe Photoshop, Adobe Illustrator, experience in customer service, and programming languages.

## EDUCATION

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**Rochester Institute of Technology**  
**Bachelor of Science in Human-Centered Computing**  
Rochester, NY

**Anticipated graduation: December 2023**

## SKILLS

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- Software programs: Photoshop, Illustrator, Dreamweaver, XD, Figma, Github
- Programming: HTML, CSS, JavaScript, Python, Java, PHP

## EXPERIENCE

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**Center Access on Technology at Rochester Institute of Technology** **January 2022 – present**

- Develop UI mockups and prototypes that illustrate how site functions and look including designing graphic user interface elements such as menus, tabs, and widgets.
- 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.
- Help ensure that each product is effective usable and aligned with the customer's goals.

**Key Project:** Develop an educational game application that focuses on teaching American Sign Language to hearing parents with deaf children with the development team.

**Atlanta Area School for the Deaf (Paraprofessional) - Decatur, GA** **July 2019 - July 2021**

- Addressed gaps in students' knowledge and academic performance by working one-on-one with students in subjects including ASL, reading, writing, math, and STEM or in small groups of 2-3 students under the guidance of teachers.
- Reinforced fine motor, social, emotional, and listening skills based on students' abilities and special needs including physical and learning disabilities, behavioral and emotional disorders by providing multi-sensory techniques to instruction.
- Helped teachers with record-keeping such as tracking attendance, daily progress, and student performance for Individualized Education Programs (IEP) and Behavior Intervention Plans (BIP) purposes.

**Tsays (Graphic designer, Co-manager) - Lawrenceville, GA** **June 2016 - December 2018**

- 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 (sales, orders, and payments).
- Ensured team members provide daily updates on orders and complete orders quickly by maintaining effective communication via email and text.
- Updated customers on order status to provide high quality service.
- Increased 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.

## ACHIEVEMENTS

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- RIT Founders Scholarship
- RIT Dean's List - Fall 2021
- Jack Kent Cooke Undergraduate Transfer Semifinalist