Mia Jang   UX Designer

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SUMMARY

✓ Skilled UX Designer for B2B solutions in insurance, retail, and e-commerce.
✓ Hands-on experience in Human-Computer Interaction principles: persona, scenarios, wireframe.
✓ Proficient in front-end technologies: CSS, HTML, and JavaScript.
✓ Tech savvy in AI applications, including OpenAI, with a focus on automation and prompt engineering.
✓ Expertise in UX design tools such as Figma, Photoshop, and Adobe XD.
✓ Strong data-driven decision-maker with analytical research using R and Python.
✓ Strong communicator utilizing collaborative tools: Slack, Notion, Google Spreadsheet, and Clickup.

WORK EXPERIENCE

Receptionist

Evergreen Rehab & Wellness Clinic, Canada   Feb 2024 – Current (Full-time)

• Implemented a new appointment scheduling system that reduced follow-up times by 15%, demonstrating initiative and ability to improve operational efficiency.
• Proficiently managed patient scheduling, billing, and record-keeping using the Jane app, enhancing data accuracy and operational efficiency across clinic operations.

UX Designer

AI Melody, South Korea   Aug 2023 – Dec 2023 (Contract)

• Designed wireframes for 4 AI-driven products, leading to a prototype approval rate increase of 90% by stakeholders.
• Conducted in-depth interviews with 20 musicians, identifying key needs and challenges. Developed a user-centric web layout, enhancing product experience based on musician feedback.

UX Designer

Market Designers, South Korea   July 2023 – Aug 2023 (Full-time, CO-OP)

• Developed an automated English educational newsletter using OpenAI and DALL-E, enhancing user engagement by automating content generation with keyword specificity, achieving a consistent format for over 1,000 subscribers.
• Collected, categorized, and enriched educational data for AI services using GPT-3.5 and GPT-4, creating 500+ unique content categories. Improved data management and accuracy by 25% using the Pandas library.

UX Designer

Kakao Enterprise Corporation, South Korea   Aug 2022 – Nov 2022 (Full-time, Internship)

• Designed 4 AI communication tools (2 chatbots, 2 call bots) for insurance, retail, e-commerce, and manufacturing clients as a B2B solution.
• Conducted User Research via the client's homepage and community to identify user needs and divided these into the concept of intent. Achieved >95% machine learning accuracy in intent recognition, significantly enhancing user interaction quality.

EDUCATION

Hankuk University of Foreign Studies

• Bachelor of Language Science, South Korea   Mar 2019 – Feb 2024
• Major - English Linguistics & Language Technology / Minor - Computer and Electronic System Engineering

University of Hawaii at Hilo

• Exchange Student, Dean's List in Linguistics, USA   Jan 2022 – May 2022

AWARD

• 1st Grand Prize, 2021 AI Idea Festival, AI Department, Hankuk University of Foreign Studies (2021)
• 1st Grand Prize, AI Learning Foreign Language Voice Data Hackathon, NIA & HUFS Data Center (2021)

CERTIFICATE

• Google - Foundations of User Experience (UX) (2023)