# Mia Jang

**UX Designer with 2 years of experience specializing in AI-driven products**

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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

### UX Designer - AI Melody                                                              Aug 2023 – Dec 2023
• 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.

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### UX Designer - Market Designers                                                       July 2023 – Aug 2023
• 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.

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### UX Designer - Kakao Enterprise Corporation                                           Aug 2022 – Nov 2023
• 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 webpage and community to identify user needs and divide them into intent. Achieved >95% machine learning accuracy in intent recognition, significantly enhancing user interaction quality.

## PROJECTS

### Empathy: Voice Recognition Service for Autistic Students                             Oct 2021 – Dec 2021
• Utilized voice data analysis to identify emotions in speech and provided suitable response recommendations to facilitate effective communication. Designed an intuitive app using Figma that teaches users about emotions and provides quizzes to test and reinforce appropriate response strategies.
• 1st Grand Prize, AI Learning Foreign Language Voice Data Hackathon, NIA & HUFS Data Center (2021)

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### Green-Narae: Vegan Recipe Recommendation Service                                     Aug 2021 – Oct 2021
• Gathered 4,000+ recipes by automated web scraping from cook websites, blogs, Instagram, and YouTube. Processed data to isolate 1,272 vegan recipes, and restructured content for web display. Designed and deployed an 8-page website using HTML, CSS, and JavaScript.
• 1st Grand Prize, 2021 AI Idea Festival, AI Department, Hankuk University of Foreign Studies (2021)

## EDUCATION

**Hankuk University of Foreign Studies** (GPA 3.84/4.5)                                  Mar 2019 – Aug 2024
• Bachelor of Language Science, South Korea
• Major - English Linguistics & Language Technology / Minor - Computer and Electronic System Engineering
• Exchange at the University of Hawaii at Hilo - Linguistics (GPA 4.5/4.5), Konkuk University – Computer Engineering (GPA 4.13/4.5)

**Certificate** Google - Foundations of User Experience (UX) (2023)