# Mia Jang  UX Designer

Vancouver, BC | fromfourteen@gmail.com | www.linkedin.com/in/imymemia | https://miatamong.github.io/miajang/

## 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 and Adobe XD.
✓ Strong data-driven decision-maker with analytical research using R and Python.
✓ Committed to enhancing user experience through innovative problem-solving.
✓ Effective at time management within agile and scrum frameworks.
✓ Strong communicator utilizing collaborative tools: Slack, Notion, Google Spreadsheet, and Clickup.

## WORK EXPERIENCE

### 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.

### Prompt Engineer

Market Designers, South Korea    July 2023 – Aug 2023 (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 (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, USA    Jan 2022 – May 2022
- Dean's List in Linguistics

## 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)