

# Jennifer J. Chang

Address: 39482 Blue Fin Way Fremont CA 94538

E-mail: missty82@gmail.com | Mobile: 1 (323) 640 5875 | Portfolio: www.keepdreaming.me

## PROFESSIONAL EXPERIENCE – 7+ years in UX and interaction design

---

**Celuv**, Daejeon, South Korea

June 2017 – February 2018

*Chief Product Officer & Founding Member*

- Supervised and managed the development of Celuv mobile application (iOS) and its admin website
- Conducted user research through interviews and usability testing
- Created actionable and intuitive design flows by developing high fidelity wireframes

**Lucis**, Seoul, South Korea

August 2016 – December 2016

*UX Designer & PM*

- Planned and implemented UX and marketing strategies for JusTrip (travel app for tourists in Korea)
- Created business plan, user scenarios, flow charts, IA documents, wireframes, and interactive prototype
- Managed the project team and oversaw the progress

**nblisscomz**, Seoul, South Korea

August 2015 – March 2016

*Director of User Experience*

- Collaborated with designers and developers to create WishingNote mobile app (Android/iOS) and admin web
- Conducted user research and created user scenarios, user flows, IA documents, hi-fi wireframes, and actionable prototypes
- Received Technology Rating Grade of BBB and KIBO certificate of guaranty for \$200,000 from the Korea technology finance corporation (KIBO)

**Hong International**, Seoul, South Korea

August 2013 – August 2015

*UX Designer & PM*

- Managed the development of websites and mobile applications of the company including itemshop (web), Phoenix app (Android/iOS) & website, and promotional websites (e.g. Summer Festival website)
- Collaborated with overseas sales team to plan and implement UX strategies that reflected country-specific individuality especially Japan
- Produced flow charts, wireframes, and design specification focusing on maintaining a constant user experience across multiple channels (e.g. from game console to mobile app)

**SQISoft**, Seoul, South Korea

December 2009 – May 2013

*Business Planner & UX Designer*

- Built and completed IVIC-M and Health Note Android apps, from wireframes to designs and final products
- Analyzed Korea Telecom's user data through analytics reporting and task analysis, and rebuilt the hybrid mobile app and the responsive website in order to enhance user experience of KT's customer service
- Rebuilt and enhanced the UX for KT's TV website and produced regular promotional contents
- Designed Samsung monitoring system focusing on providing a seamless and connected experience for managers

**Statistics Korea**, Daejeon, South Korea

May 2008 – December 2009

*Strategic Planning / Editor*

- Actively engaged in organizing the 3<sup>rd</sup> OECD World Forum on “Statistics, Knowledge and Policy” and the International Exhibition which attracted close to 2,000 participants from more than 100 different countries

## EDUCATION

---

**Korea Advanced Institute of Science and Technology**, Daejeon, South Korea

Feb. 2017 – Feb. 2018

Master's Degree in Entrepreneurship & Innovation / Knowledge Service Engineering

**Korea Advanced Institute of Science and Technology**, Daejeon, South Korea

Sep. 2000 – Feb. 2007

Bachelor of Science in Computer Science

## ADDITIONAL INFORMATION

---

**Design:** User Experience Design, Interaction Design, Rapid Prototyping, User Research, Information Architect, Usability Testing, Design Thinking

**Skills:** Microsoft Office (ppt/xls/doc), Adobe Photoshop, Adobe After Effects, InVision, Axure, Marvel, Balsamiq, Asana, Jira, Trello, Slack, Arduino

**Programming:** HTML5, CSS3, Android, Java | **Spoken Languages:** Korean, English, French