

MONA KIM

UX/UI Designer + Web Designer | Los Angeles, CA
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I am a UX Designer with a background in Cognitive Science and a lifelong passion for innovative science and technologies. By translating the user's perception and behavior into purposeful designs, I aim to make technology more accessible to the everyday user, all while satisfying the business goals. I do this by combining my logical and technical nature, my endless creativity, and my growing listening skills to help businesses study their users, analyze their problems and create user-centric solutions.

SKILLS + TOOLS

Heuristic Evaluations | Surveys | Statistical Analysis | User Interviews | Contextual Inquiries | Usability Testing | A/B Testing | Ethnographic Research | User Journey Maps | User Personas & Scenarios | Affinity Diagrams | Information Architecture | Xtensio | Lucid Chart | OmniGraffle | Axure | Wireframing | High-Fidelity Mockups | Sketch | Balsamiq | InVision | Marvel | Principle | Photoshop | Prototyping | Agile/Lean UX | HTML | CSS | Wordpress | Joomla | Bootstrap | Github | R | C

UX/UI PROJECTS

Information Technology Agency

- Worked in a team of three to strategize and redesign the website for the Information Technology Agency, the IT department of the City of Los Angeles
- Managed the content strategy, focusing on attracting potential new hires by highlighting the department's innovative work and award-winning team, and the amazing benefits of working for the City of Los Angeles

Discover Los Angeles

- Re-imagined the website to help users easily find live entertainment options through clearer Information Architecture and improved aesthetic that better represents the brand

Aries

- Created an iPad app to help Mars settlers manage their health and home in one simple and intuitive interface

WORK EXPERIENCE

City Of Los Angeles – Los Angeles, CA

Jun 2017 - Present

UX Design Intern

- Work with the ITA team to implement designs proposed in our website redesign project

Sony Supply Chain Solutions (Americas), Inc. – Hawthorne, CA

Feb 2012 - Apr 2015

Forwarding Operations Agent II

- Worked one-on-one with high value international and domestic clients to create customized solutions and resolve any issues that could affect their budgets and/or delivery deadlines, resulting in 100% retention of clients

Calko Transport Co., Inc. – Carson , CA

Mar 2011 - Nov 2011

Customer Service Representative

- Increased clientele and shipment volume with proactive and detail-oriented customer service

Calko Transport Co., Inc. – Carson , CA

Nov 2010 - Feb 2011

Safety Coordinator & Accounting Assistant

- Updated internal safety and insurance related procedures and internal references to meet industry standards
- Resolved over \$20,000 of open invoices via clear communication and quick follow-through with customers

EDUCATION

General Assembly

Mar 2017 - May 2017

User Experience Design Immersive Program

- 10-week course of 500+ hours of coursework and project-sprints led by experienced industry professionals

University of California, San Diego

2006 - 2010

Bachelor of Arts, Cognitive Science

- Coursework focused on Human Computer Interaction