

Nicolas Pak

UX Researcher | Interaction Designer

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Experience

- UX Researcher**
09/2020 - 12/2020

Super Purposes, Seattle, WA

 - Conducted user research through user personas, user surveys, and usability testing on the company's existing e-commerce website to identify user pain points on the website content, and to gather user's insights on website's existing design.
 - Synthesized research results, connected user's needs and business requirements through user journey mapping to create a plan for an end-to-end user-centered website redesign.
 - Working closely with the design and engineering teams to understand technical feasibility, and currently designing a website wireframe using Balsamiq.
- Lead UX Researcher**
12/2020 - Present

 - Coordinating projects across functional team, including engineering, marketing, and design team.
 - Designed and initiated the weekly UX mentorship program to help educate internal and external website users on UX research/design principles.
- UX Designer Intern**
01/2020 - 05/2020

IU Undergraduate Research, Bloomington, IN

 - Conducted user research on people's recycling practices through behavioral studies, and virtual interviews.
 - Analyzed the key takeaways from researches, which lead to user journey mapping to wireframing contactless waste management mobile application using Adobe XD.
- UX Developer**
08/2019 - 05/2020

Healthcare Journey Lab, Bloomington, IN

 - Understood the research team's needs through team surveys and interviews, created a roadmap for the team website to achieve the objective of visually representing current studies conducted by the lab members.
 - Facilitated the design process by leveraging Adobe XD, which lead to implementing the wireframe's design in HTML, CSS, and JavaScript.
 - Conducted an A/B testing to 150 people after one month Agile design sprint; spotted the user pain point on the navigation link.
 - Successfully launched the team's interactive website with Google Firebase, with average of 20 users a day.

Education

- Indiana University
Bloomington**
08/2016 - 05/2020

B.S Informatics
Minor: Human Computer Interaction
Specialization: Human Computer Interaction

GPA: 3.434/4.00
Dean's List

Skills

Tools & Design:

Adobe XD
Figma
Sketch
InDesign
Illustrator
Photoshop
After Effects
Framer
Lightroom
Axure

Programming:

HTML/CSS
JavaScript
Python
SQL
Git
Git
Swift/XCode
Android Studio
Java
C++