Nicolas Pak

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RESEARCH

Interviews
Surveys
Observation
Behavioral Mapping
Cognitive Mapping
Concept Mapping
Storyboarding
Think Aloud
Benchmark Studies
Web Analytics
Mind Mapping
Focus Groups
Contextual Inquiry
Personas
A/B Testing
Usability Testing
Ethnography

DESIGN

Balsamiq
Sketch
Figma
Photoshop
Adobe InVision
Adobe XD
Adobe Illustrator
Adobe InDesign
Adobe Capture
Fusion360

PROGRAMMING

HTML/CSS
JavaScript
Node.js
JSON
C#
Ruby
Perl
Python
Java
Arduino
SQL
PHP
C++
AWS Cloud

EDUCATION

Indiana University, Luddy School of Informatics, Computing and Engineering
Bloomington, IN | August 2016 - May 2020   GPA: 3.438/4.0
Bachelor of Science in Informatics   **Spring 2020 Dean's List**
Minor: Human Computer Interaction

EXPERIENCES AND PROJECTS

Healthcare Journey Lab | Bloomington, IN
Research Team Web Development Team | Aug 2019 - Present
• Understood the current research team's needs through team surveys and interviews, created a roadmap for the Research 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, JavaScript, and making the website responsive
• Conducted A/B testing to 150 people after a one month Agile design sprint; spotted the user pain point on the speed of the website performance, navigation bar and the search bar of the website UI layout.
• Improved the time of the site accessibility by average of 2 seconds by optimizing images, and minimizing HTML/CSS/JS code files.
• Successfully launched the Healthcare Research Team website using AWS S3, reaching over 200+ users.

Undergraduate Research at Indiana University | Bloomington, Indiana
UX Research Intern | Jan 2020 - May 2020
• Selected as a research opportunity candidate, coordinated the UX project and assigned roles between 3 other cross functional team members using Agile/Scrum, tracking the project development process.
• Gathered data on people's recycling, and waste management practices by conducting behavioural studies, observations, and surveys to understand the current waste management methods, behaviour and waste management technique.
• Analyzed the key takeaways from behavioural studies and surveys, produced a design proposal by wireframing the contactless waste management mobile application using Adobe XD.

VICI Transport iOS Application | Bloomington, IN
Mobile Application Designer & Developer | May 2019 - Present
• Developed a use cases and priority features list to map out the user's journey with the product and tracked every spring and progress using Agile/Scrum.
• Wireframed the low fidelity model of the application using Balsamiq to design the UI architecture and content layout.
• Designed the high fidelity model of the application using Adobe XD to design the interaction flow and conceptualize interaction behaviour.
• Implemented the wireframe's design and functionality in Swift, and JSON, implemented a user login and payment feature using Facebook SDK and PayPal API to achieve the objective of convient user account set up and payment.

LEADERSHIP

UX Design and Research Club | Bloomington, IN
President, Co-Founder | Aug 2018 - Present
• Created a roadmap for UX Design & Research club meetings to achieve the objective of helping undergraduate/graduate students to fulfill their interest as a UX Researcher and UX Designer.
• Managing and communicating with the club executive board members using JIRA to coordinate for weekly club meeting activities such as UX mock interview practices and UX project workshops.
• Increased the club membership from 30 people to 64 people throughout a 3 month time frame by actively creating club flyers using Adobe Illustrator.