

Experience

Nicholas Ko Design

December 2015 - Present

Freelance Product/UX Designer

- ↳ **Provided product and graphic design services for 7+ clients** in industries ranging from tech to medical services
- ↳ **Prototyped and documented 20+ user flows in 3 weeks** using hi-fi mockups to facilitate smooth developer handoff
- ↳ **Promoted design consistency and scalability across 30+ screens** by auditing + normalizing Figma components
- ↳ **Decreased project turnaround time by 25%** by leading stakeholder meetings + workshops to ensure timely delivery

Clue (Competitive Intelligence Startup)

October 2021 - May 2023

UI Designer

- ↳ **Shipped 25+ B2B product feature releases and updates** by designing and prototyping interfaces and behaviors
- ↳ **Independently established the design direction of a \$1M+ AI-funded solution** in collaboration with PMs
- ↳ **Improved design/developer pairing productivity by 30%** by revamping design specifications and processes
- ↳ **Streamlined component + token implementation by 75%** as part of a volunteer design systems committee
- ↳ **Collaborated with 5+ designers**, providing and soliciting feedback to iterate on design solutions and processes

Samsung Electronics Canada Inc.

May 2019 - December 2019

Junior UX Researcher

- ↳ **Informed major decisions for 10+ SaaS products** by facilitating user interviews to incorporate user feedback
- ↳ **Presented user test findings to 10+ key stakeholders** to validate and challenge design assumptions
- ↳ **Increased website traffic by 15%** on SamsungKnox.com by assessing user trends to improve content findability
- ↳ **Improved customer satisfaction by 20%** through the development of UX documents to guide design efforts

LEGO Storybricks (Academic UI/UX Design Project)

March 2019 - April 2019

- ↳ **Collaborated with a team of 6 designers** to propose a tablet app that fosters long distance parent-child bonding
- ↳ **Created testable prototypes within 25 hours** by engaging in design sprints to rapidly iterate product concepts
- ↳ **Conducted 10+ user interviews and 3 surveys** to understand how to encourage remote play using Lego's brand

Education

Simon Fraser University

September 2015 - June 2021

School of Interactive Arts and Technology (SIAT) - Bachelor of Science, Design Concentration

Skills

DESIGN & RESEARCH - Responsive Design, Accessibility Standards, Design Systems, User Personas, User Journey Mapping, Wireframing, Prototyping, User Research Methods, Usability Testing, User Surveys, Design Documentation

TECHNICAL - Figma, Adobe Creative Suite (Photoshop, Illustrator, InDesign, XD, Premiere Pro, After Effects), Sketch, Material Design, InVision, Miro, HTML, CSS, JavaScript, Java, Git, Tableau, Google Analytics