Susanna Park

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Projects

Zoom
A team project to make small, but impactful changes for educators to teach in an online environment on Zoom.

Hackathon: Spotter
Collaboration with developers to design and build a responsive website from scratch within 48 hours; Spotter, a platform to find parking spots and leave reviews.

Zara
A team project to redesign Zara's e-commerce responsive website so that users can seamlessly navigate, discover and browse for items.

Apple Music
Redesigning the tab bar and search function so that iOS users can better navigate through Apple Music.

Chef Smart
An app designed from scratch to prevent sporadic bulk buyers and home cooks from throwing out spoiled ingredients while also recommending delicious recipes.

Education

2021	General Assembly UX Design Immersive
2012-2017	York University International Bachelor of Arts (i.B.A), Trilingual, International Studies
2015	Université du Québec à Trois-Rivières French Studies

Experience

2018-2021 **Senior Bilingual Policy Administrator**
CPA Professional Liability Plan Inc. (Created by CPA Canada)
- Prepared quotations, policy endorsements, and certificate of insurance.
- Responsible for handling high priority/high-value clients (deliverable directly to Underwriting Program Manager/CEO), with client premiums exceeding $100,000.
- Assigned to manage the Régime Collectif and Assurance Responsabilité Excédentaire (Quebec CPAs).
- Provided superior levels of service when taking backup CC payments and answering any inquiries from CPAs.
- My voice was chosen for the company Interactive Voice Response.

2017-2018 **Bilingual Coordinator**
OMERS
- Provided bilingual administrative and clerical support for various OMERS divisions including Oxford properties, OMERS Capital Market, Borealis and more.
- Facilitated the processing of invoices on JD Edwards.
- Guided clients and represented the company in a professional manner.

Skills

User Research
Contextual Inquiry
User Interview
Card Sorting
Affinity Mapping
Personas
Competitive Analysis
Storyboarding
User Journey Mapping
User Flows
Information Architecture
Sketching
Wireframing
Interaction Design
Responsive Web Design
Rapid Prototyping
Usability Testing

Languages

HTML5 and CSS
Bootstrap
Javascript
English
French
Korean

Software

Figma
Sketch
Axure RP 9
Invision Studio
Adobe XD
Photoshop
Illustrator
After Effects
Premiere Pro
Miro
Whimsical
Microsoft Office Suite