



# 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	<b>Senior Bilingual Policy Administrator</b> CPA Professional Liability Plan Inc. (Created by CPA Canada) <ul style="list-style-type: none"><li>• Prepared quotations, policy endorsements, and certificate of insurance.</li><li>• Responsible for handling high priority/high-value clients (deliverable directly to Underwriting Program Manager/CEO), with client premiums exceeding \$100,000.</li><li>• Assigned to manage the Régime Collectif and Assurance Responsabilité Excédentaire (Quebec CPAs).</li><li>• Provided superior levels of service when taking backup CC payments and answering any inquiries from CPAs.</li><li>• My voice was chosen for the company IVR (FR &amp; ENG)</li></ul>
2017-2018	<b>Bilingual Coordinator</b> OMERS <ul style="list-style-type: none"><li>• Provided bilingual administrative and clerical support for various OMERS divisions including Oxford properties, OMERS Capital Market, Borealis and more.</li><li>• Assisted with the move to the new corporate building.</li><li>• Facilitated the processing of invoices on JD Edwards.</li><li>• Guided clients and represented the company in a professional manner.</li></ul>

## 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