Susanna Park

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Projects

Spotter
- Designing and building a responsive website from scratch in 48 hours for a hackathon.
- Main role: UI Designer.
- Main duties: User Flows, Lo-fi Wireframes, Hi-fi Wireframes, Style Guide & Prototype.
- Method: Agile Scrum using Trello and Lean UX approach to design a MVP.
- Working cross-functionally by collaborating with Developers/Engineers.

Zara
- Redesigning Zara's e-commerce website.
- Main role: UX Researcher & UI Designer.
- Main duties: User Interviews, User Journey, Wireframes, Usability Testing and Prototype.
- Method: Rapid UX Sprint.
- Working collaboratively in a group with three other Designers.

Apple Music
- Reinventing the tab bar and search function for seamless navigation.
- Main role: Product Designer (End to End: Discover, Define, Design and Deliver).
- Method: Rapid UX Sprint.

Experience

Bilingual Policy Administrator (2018-2020)
CPA Professional Liability Plan Inc. (CPA Canada)

- Delivered client documents such as quotations, policy endorsements and COI.
- Account manager for high priority/high-value clients (deliverable directly to Underwriting Program Manager/CEO), with client premiums exceeding $100,000.
- Managed and provided superior levels of service to meet Quebec CPA stakeholders business needs.
- Collaborated cross-functionally with different departments such as the Underwriting team, Claims team and Accounting/Finance team.
- Represented CPA publicly, as the voice actor for the Interactive Voice Response.

Bilingual Coordinator (2017-2018)
OMERS (Contract)

- Demonstrated strong stakeholder, shareholder, and client management skills by acting as the first point-of-contact for any person(s) seeking business with OMERS.
- Spearheaded bilingual administrative and clerical/customer support.
- Worked cross-functionally with many teams as well as various OMERS divisions including Oxford properties, OMERS Capital Market and Boreali.

Education

General Assembly (2021)
UX Design Immersive, Certificate

York University (2012-2017)
International Bachelor of Arts (i.B.A), Trilingual, International Studies

Skills

User Research
Contextual Inquiry
User Interview
Competitive Analysis
User Journey Mapping
User Flows
Information Architecture
Wireframing
Interaction Design
Responsive Web Design
Rapid Prototyping
Usability Testing

Software

Figma
Sketch
Adobe XD
Axure RP 9
Invision Studio
Photoshop
Illustrator
InDesign
After Effect
Premiere Pro
Miro
Whimsical
Microsoft Office
Git
Asana
Trello

Languages

HTML
CSS
Bootstrap
Javascript
SQL
English
French