

**Sue Park**

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## EXPERIENCE

**Aniai****Product Designer** Oct 2024 – Present

As a first full-time design hire of the company, designed key features for internal tools to increase development and operation efficiency and reduce overall time and resources needed to deploy a robot. Shortened robot test cycles by 80% and decreased robot update error rates from 5% to 0%.

Introduced and launched minimum viable design system by creating color and typography tokens and 14 core production-ready React components in 1.5 months, collaborating with engineers. Documented and updated design system for cohesive and streamlined experiences.

Currently revamping cooking robot display interface to better support kitchen environment.

**Goinvo****Design Intern** Jun – Sep 2024

Designed a market research project management tool for Ipsos, focusing on research questionnaire creation and distribution features.

Designed an application for the public benefits program of the state of Massachusetts. Developed concepts and high-fidelity interfaces through iterative testing.

**AthenaHealth****UX Design Intern** Jun – Aug 2023

Led initial research and design for a new B2B billing portal, conducting 5+ exploratory customer interviews. Designed features to encourage timely payments, contributing to a 30% reduction in payment cycles after its 2024 launch.

**Ringle****UX Intern** Apr – Jul 2022

Led foundational qualitative user research to deeply understand customer pain points on the English tutoring web service.

Scoped, planned, and conducted 15 in-depth customer interviews and analyzed qualitative and quantitative data in collaboration with data scientists.

## EDUCATION

**University of Michigan****M.S. in Information** 2022 – 2024**KAIST****B.S. in Industrial Design** 2017 – 2022