Sooyeon (Sue) Park

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Work Experience

UX Design Intern, athenahealth
Watertown, MA │ Jun 2023 - Aug 2023

Designed and validated revenue cycle management features within a B2B medical billing portal, aligning with business objectives to optimize client experiences (ready for Q1 2024 release).

Collaborated with cross-functional teams (Product, Engineering, UX Writing) in Agile sprints to streamline billing processes, improving user efficiency and satisfaction.

UX Intern, Ringle
South Korea │ Apr 2022 - Jul 2022

Led foundational qualitative user research for a deep understanding of customer pain points on the Web English tutoring platform.

Conducted in-depth 15+ user interviews to identify pain points, collaborating with data scientists to analyze findings in combination of quantitative data. Insights drove UX strategy and new marketing campaign.

UX Designer, NHIS - KAIST UX Design Research Center
South Korea │ Mar 2020 - Jun 2020

Designed a mobile robo-advisor service in partnership with product designers and investment professionals, personalizing investment recommendations to align with client values.

Utilized high-fidelity prototyping (Protopie) to effectively communicate design concepts and facilitate cross-functional collaboration.

Product Designer, Pavilion Corporation
South Korea │ Dec 2019 - Mar 2020

Spearheaded the MVP design of web-based AI vocal analysis software as a solo designer, collaborating closely with engineers.

Optimized product direction by conducting competitive research, user interviews, and beta tests, ensuring product-market fit.

Education

University of Michigan
Ann Arbor, MI │ Apr 2024

Masters of Science in Information (Human-Computer Interaction)   GPA: 3.92/4.0

Korea Advanced Institute of Science and Technology (KAIST)
South Korea │ Feb 2022

Bachelor of Science in Industrial Design   GPA: 3.80/4.3   Cum Laude

Award & Recognition

Red Dot Award 2021
Germany │ Aug 2021

Winner in Communication Design, App ↗

iF Design Award 2021
Germany │ Apr 2021

Gold Award in Service Design ↗

Winner in UI Design ↗

Skills & Tools

UX/UI Design · User Research · Agile Development · High-Fidelity Design · Wireframing · Interactive Prototyping · User Interview · Usability Testing

Figma · Sketch · Protopie · Principle · Photoshop · Illustrator · Premiere Pro · After Effects · Fusion360 · Keyshot · Python · Javascript · React.js · HTML · CSS · SQL · JIRA