

I am a user experience designer who thrives on an open, collaborative environment. Utilizing my communication and research skills, I uncover deeper underlying problems to create innovative solutions.

Experience

Santander Consumer USA
UX Designer II Sep 2018 to Jun 2022

Spearheaded a project to research, design, and test a user interface that would allow customers to understand simple interest for car loans and make informed financial decisions. This project won most innovative case study at our internal design summit for simplifying and visualizing complex information. Collaborated with developers, stakeholders, UX researchers, and other designers to research current processes, created prototypes, then determined efficacy through usability testing. Promoted dialogue and broad understanding of designs through weekly wireframe reviews. Advocated for maintaining sustainability and ethical business practices. Recognized with marketing department's quarterly Creativity Award.

Links HME Cloud Software Solutions
Lead UX Designer Aug 2017 to May 2018

Researched, designed, tested, and worked with developers to implement Links HME's website. Carried out user testing with customer service and billing specialists to find key pain points. Spearheaded a research-centric design process through usability testing and collaborating with key stakeholders. Translated user needs into workflows to ensure the software streamlines delivery of medical supplies to patients on time.

Japanese Culture and Community Center of Washington (JCCCW)
UX Designer May 2017 to Jun 2017

Facilitated conversation about the needs of the organization and how they were displayed. Worked with the PR coordinator to align the message of the website with the needs of the user. In addition to redesigning the website, I helped with cultural outreach at events.

JET Programme
Assistant Language Teacher Aug 2013 to Jul 2015

Taught as an Assistant Language Teacher at Toyooka Junior High School. Developed communicative and cultural activities for preschool to third year junior high school students.

Skills

Adobe XD	Axure	Photoshop
Figma	HTML/CSS/JS	Illustrator
Sketch/InVision	Fusion 360	Design Thinking

Education

General Assembly Completed 2020
Front End Web Development Remote

Japanese Language Proficiency Test 2019
N2 - Business Level Japanese

General Assembly Completed 2016
User Experience Design Immersive Program

Sogang University Sep 2015 - Mar 2016
Korean Language Education Center
Korean 1 and 2

University of Cincinnati Graduated 2012
College of Design, Architecture, Art, and Planning
Industrial Design Major

Asian Studies Minor
Japanese language focus

Handong Global University Fall 2011
Industrial Design and Korean Language
Foreign Exchange Program

Honors

Toyota Scholarship for study abroad in Japan
6 weeks living with a Japanese Family

Boy Scouts of America
Eagle Scout

Cincinnatus Scholarship