

**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

### **Nagano Business and Language School**

N1 Level Japanese

2022 - Present

### **General Assembly**

Completed 2021

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