

Objective

To obtain a full-time position in **User Experience Design** allowing me to apply my knowledge of methods in shaping and delivering desirable user interaction to enhance overall user satisfaction.

Work Experiences

Wireless Generation, Product Designer, 10/2007 ~ current

Drive innovation in defining user interface of various products and create a big picture in delivering overall user experience. Day to day work includes design of wireframe and prototype on various use cases which is carefully crafted with intensive user research.

NetPion, Intern, 05/2002 ~ 04/2003

Assisted in delivering the value of products and solutions to prospective buyers by successfully presenting how the products capture the business needs and cover user expectations.

User Experience Design Experience

SAP AG, User Testing Lead

User testing lead of MHCI Capstone project on bridging the gap between the users and SAP's design time tools. Led user research and usability testing on business process experts who are the prospective users of the composite application design time tools.

Methods: Focus group, Affinity diagramming, Contextual design, Competitive analysis, Heuristic evaluation, Wireframe, Concept validation, Think aloud, High Fidelity Prototype in MS Expression suite

Personalized Web Experience

Led the team in capturing the user needs for personalized services from recipe websites and converting the design idea into the design opportunity. Validated insights from user research and concepts from design ideas and crafted website prototype.

Methods: Directed storytelling, Competitive analysis, Bricks and mortar observation, Storyboard, Persona, Wireframe, Navigation map, Website prototype in HTML/ CSS

Blogger Redesign

Evaluated the existing interface of Blogger.com with various methodologies and contributed to generation of 80+ problem statements for identifying key usability drawbacks. Resulted in 7 major usability enhancements on the areas of Exploration, Presentation, and Control of content.

Methods: Focus group, Affinity diagramming, , Contextual design, Keystroke-level modeling, Heuristic evaluation, Cognitive walkthrough, Think aloud

TabletPC Math Whiz

Drove the redesign on enhancing the current UI of mathematics application on tablet pc. Resulted in reinforcing education for 4th grade elementary school students with instant and visually strengthened feedback.

Methods: Focus group, Affinity diagramming, Cooperative inquiry, Contextual design, Heuristic evaluation, Participatory design, Paper prototype, Think aloud

Education

Carnegie Mellon University, PA Master of Human-Computer Interaction, August 2007

Long Island University, C.W.Post Campus, NY
B.S. in Computer Science with Mathematics Minor
Deans List 1999-2000, 2001-2002
President of Korean Student Association, 2000

Skills:

User Research

Persona & User Profile
Focus Group Setting
Directed Storytelling
Contextual Design
Competitive Analysis
Surveys and Questionnaires

Evaluation & Design

Flash Prototype
Wireframe
Storyboards
Think Aloud
Wizard-of-Oz
Concepts Validation
Heuristic Evaluation
Cognitive Walkthrough

Language

Java
Visual Basic
ASP
HTML
CSS
JavaScript

Tools

Omnigraffle
Visio
Flash
Illustrator
InDesign
Photoshop
DreamWeaver
MS Expression
MS Office