



DESIGN THINKER: JINNY KIM CHUNG;

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WORK EXPERIENCE

i-PRO – WWW.I-PRO.COM

< 12.2020 - current >

Senior UX/UI Product Designer

Staff designer leading UI/UX for video surveillance and event monitoring platform within the security industry.

- Lead UX/UI and UX Research for Americas, Japan, and Vietnam product and development teams
- Created UX research and discovery process, wireframes, user validation, and high-fidelity prototypes
- Developed global Design System in order to streamline brand and UX consistency
- Presented design demos to global product, development, sales, and executive teams
- Supported i-PRO's enterprise system with design thinking processes, updated UX copywriting, and UX strategy

HIGG CO. – WWW.HIGG.COM

< 04.2020 - 10.2020 >

Senior Product Designer

Principal designer leading UX design and research for Higg Index suite of tools that measured and enabled sustainability efforts for global members in the Sustainable Apparel Coalition and their business partners.

- Worked closely with Product Directors to ideate and strategize current and new features on Higg Index platform
- Closely collaborated with Client Success, Developers, and Product to develop and release iterative UX solutions
- Initiated UX research with global clients to understand goals and pain points for Higg Index and Higg Analytics
- Presented walk-throughs and facilitated collaboration in Figma app for design proposals; provided developer specs
- Improved/standardized Higg Index navigation, components UI, purchase path flow, and data visualizations

ZAIUS – WWW.ZAIUS.COM – APP.ZAIUS.COM

< 10.2019 - 02.2020 >

UX Product Designer and Researcher

UX Product Design Lead responsible for improving UX of data-heavy content through improved workflows, UX copywriting, and UI components for SaaS Customer Data Platform.

- Worked closely with Product Director to build and improve CDP feature of the app in order to provide unique value to clients through a “stitched customer profile” model
- Converted Sketch files to clickable prototypes in Invision App with annotations for developer handoff
- Collaborated with Data Science Engineer, Full Stack Developers, and Front-end Engineers to ensure accurate build on staging environment
- Conducted UX Research through remote usability testing both externally with clients and customers, and internally with Client Success Managers and Customer Support teams

LIAISON INTERNATIONAL – WWW.LIAISONEDU.COM

< 02.2019 - 10.2019 >

UX Designer and Researcher

UX Designer improving the applicant experience through a centralized application service (CAS) SaaS.

- Improved user flow of transcript feature on Liaison CAS through research, wireframes, and iterative prototypes
- Produce detailed reports of UX findings gathered through surveys and in-person testing

GEEKMETEOR – GEEKMETEOR.TIAGOPERES.EU

< 01.2016 - 12.2017 >

Head of Design

Remote designer for Portuguese startup leading UX/UI/content design process for small international businesses.

- Established UX research and design as critical part of web development process for startup with remote team
- Designed websites both small and large for international clientele, increasing initial revenue for startup
- Initiate kickoff with stakeholders to gather business goals, set expectations, and offer industry guidance
- Collaborated closely with cross-functional teams
- Managed junior designer

SKILLS

WEB - UI/UX Design • HTML • CSS • CMS • Balsamiq Mockups • CrazyEgg • Sublime Text • Google Analytics

DESIGN - Sketch • Craft • Photoshop CS3 • Illustrator CS3 • InDesign CS3

WORKFLOW - Slack • Invision • Jira • Confluence • Abstract • Blueprint

EDUCATION

SCHOOL OF VISUAL ARTS, NY

BFA - Advertising/Graphic Design