MIKE KIM

UX DESIGNER

CONTACT

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SKILLS

Processes

- User testing
- Competitive analysis
- User persona development
- Sketching & wireframing
- Rapid prototyping
- Information architecture
- User & task flows
- Visual & interaction design
- Accessibility

Tools

- Sketch
- InVision
- Adobe Analytics
- Zeplin
- UserTesting.com
- Adobe XD
- HTML/CSS (Basic)

EDUCATION

Boston University *2008 - 2012*

- BS | Mechanical Engineering

LANGUAGE

- Korean (Native fluency)

DESIGN EXPERIENCE

Lead UX Designer — Sallie Mae *2018 - Present*

- Led a high-profile initiative to modernize the online loan application flow for our loan products to drive customer satisfaction and business growth.
- Helped onboard the UX team to Adobe Analytics, Usertesting.com, Qualtrics intercept survey, and InVision developer handoff tool
- Expanded user testing to a wider group within the organization
- Helped guide the use of Lean UX Canvas to business owners and product managers
- Created new and accessible UI patterns to bring the new brand into the digital realm

UX Design Consulant — Doni *2017*

- Created user personas for the client based on research findings
- Performed accessibility analysis for the current website & mobile app (WCAG 2.0 AA compliance)
- Provided product recommendations and created a high-fidelity prototype to demonstrate

UX Designer — General Assembly *2017*

- Explored and practiced the whole lifecycle of UX through 4 design sprints in the span of 10 weeks (400+ hrs)
- Redesigned a local e-commerce website (pen boutique)
- Added a feature of charitable giving to Venmo (P2P payment mobile app)

PROFESSIONAL EXPERIENCE

Design Engineer — Vanderweil Engineers *2013-2017*

- Led HVAC designs on commercial, mission-critical, government, and laboratory projects
- Led 3D modeling coordination efforts (internal and external to the company)

Mechanical Engineer — Aspentech *2012-2013*

- Developed and assessed calculation engine code for heat exchanger design software