

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
- Human Interface Guidelines
- Material Design Guidelines

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

2019 - 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 create new and accessible UI patterns to bring the new brand into the digital realm

UX Designer – Sallie Mae

2018 - 2019

- Worked on the online servicing platform (authenticated experience) for both responsive desktop and native mobile app
- Performed 2 user tests per week on average and consistently shared key results/findings with stakeholders and scrum team
- Helped onboard the UX team to Adobe Analytics, Usertesting.com, Qualtrics intercept survey, and InVision developer handoff tool
- Helped guide the use of Lean UX Canvas to business owners and product managers

UX Design Consultant – 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)

PROFESSIONAL EXPERIENCE

Design Engineer – Vanderweil Engineers

2013-2017

- Led HVAC designs on commercial, mission-critical, government, and laboratory projects

Mechanical Engineer – Aspentech

2012-2013

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