

Jay Hong UX Designer

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WORK EXPERIENCE

Shopify | UX Design Intern

Sep 2021 - Present | Bellevue, WA

- Designing merchants' fulfillment experience with product teams

Blink | UX Design Intern

June 2021 - Aug 2021 | Seattle, WA

- Led a user-centered design process and conducted design workshops
- Designed signature experience concepts and delivered a hi-fi prototype
- Identified the business opportunity and translated research insights into the design solution

LG Electronics | QA Engineer

Mar 2016 - Feb 2017 | Bellevue, WA

- Executed tests on smart devices to ensure a successful release
- Designed the UI audit to prevent potential functionality problem

Samsung | Product Manager

Aug 2013 - July 2014 | Seoul, Korea

- Created unique types of mobile advertisement, proposed campaign ideas for brands, and developed content strategies
- Directed design and dev teams to launch a Mobile AD Platform

Samsung | Project Manager

Feb 2011 - July 2013 | Seoul, Korea

- Supervised the Smart TV Firmware Update and Widget Portal project
- Managed the impact of changes in timelines, scope, and resources
- Defined business requirements and produced a development plan

Samsung | Software Engineer

Feb 2009 - Jan 2011 | Seoul, Korea

- Built a data analysis tool to give richer insights to the marketing team
- Developed the backend using C# and the frontend using HTML/CSS
- Participated in database performance tuning and query optimization

EDUCATION

M.S. Human-Centered Design and Engineering

University of Washington

Sep 2018 - June 2021 | Seattle, WA

Cumulative GPA: 3.91

Relevant Coursework: User-Centered Design, Interaction Design and Prototyping, Usability Studies, Voice Interaction Design, Physical Computing and Prototyping

B.S. Electronics Engineering

Ewha Women's University

Mar 2005 - Feb 2009 | Seoul, Korea

SKILLS

Rapid Prototyping

Concept Sketching

Storyboarding

Wireframing

Interaction Design

User Testing

Information Architecture

User Research

Conversation Design

TOOLS

Figma, Sketch, Framer,

Illustrator, Photoshop,

Webflow, Premiere Pro