

Katie Jeon

UX/UI Designer

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🌐 www.katiejeon.com

Experience

Home Partners of America - UX Designer

2022-2024

- Researched communication between residents and our internal teams and discovered that multiple points of contact were affecting effective communication, resulting in lost or delayed communication. Designed a new centralized platform for a single-point communication, enhancing efficiency and boosting resident satisfaction by allowing 40+ users cover over 20,000 households
- Conducted extensive research to uncover key insights and pain points, resulting in data-driven design decisions that significantly improved product usability and customer satisfaction
- Revamped a security deposit platform that originally made it difficult for the team to complete their tasks by creating a step-by-step process for users to easily finish their tasks in a timely manner
- Collaborated closely with stakeholders and product managers to translate business requirements and technical constraints into compelling and user-friendly design solutions

Home Partners of America - UX Design Intern

2021-2022

- Synthesized 300+ research insights into a roadmap and demonstrated ideas for redesigning the website that aligned with cross-functional teams
- Created and refined UX/UI designs on responsive formats for growing B2C business models
- Accelerated workflow by 25% by creating an easier internal facing platform for team members to access their tasks
- Partnered closely with the marketing team and developers to design consumer-facing products by performing qualitative and quantitative research, wireframing, rapid prototyping, and shipping the product in a span of 4 months

Education

Google UX Design Certificate

University of California, Irvine

- Bachelor of Arts, Psychology

Skills & Tools

Skills

- User Centered Design
- User Research
- User Testing
- Information Architecture
- Task Flows
- Competitive Analysis
- Problem-solving
- Time Management
- Attention to Detail
- Teamwork
- Communication

Tools

- Figma
- Hotjar
- Dovetail
- Userlytics