

Katie Jeon

+1 (323) 821-9866
kjeon97@gmail.com
www.katiejeon.com/
Portfolio Passwords:
Project 1 - explore
Project 2 - world

EXPERIENCE

Home Partners of America — UX Designer

MAY 2022 - FEBRUARY 2024

- Led the design of a centralized communication platform, significantly enhancing operational efficiency and evaluating resident satisfaction across 20,000 households by enabling 40+ users to streamline communication
- Executed comprehensive research to identify key insights and pain points in contact centers, driving data-informed design decisions that markedly improved product usability and elevated customer satisfaction
- Transformed a cumbersome security deposit platform by devising a user-friendly, step-by-step process, facilitating task completion and improving team efficiency
- Collaborated closely with stakeholders, product managers, and developers to translate business requirements and technical constraints into compelling and user-friendly design solutions

Home Partners of America — UX Design Intern

SEPTEMBER 2021 - APRIL 2022

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

EDUCATION

Google UX Design Certificate

University of California, Irvine — BA, Psychology

SKILLS & SOFTWARE

User Centered Design
User Research
User Testing
Information Architecture
Task Flows
Competitive Analysis
Product Validation
Figma
Hotjar
Miro
Dovetail
Userlytics
UserTesting