

# Heegi Yun

## UX Designer

[heegiyun.com](http://heegiyun.com)

[linkedin.com/in/heegi-yun](https://www.linkedin.com/in/heegi-yun)

[heegi.work@gmail.com](mailto:heegi.work@gmail.com)

(208) 484-0798

## EXPERIENCE

### Human Factors Engineer Associate @ General Dynamics IT

Remote (US) | April 2023 - Present

Provide UX work for the [Centers for Medicare and Medicaid Services \(CMS\)](#) projects to improve current designs, employing wireframes, prototypes, user/process flows, usability testing, and heuristic evaluation

Collaborate within Agile settings, engaging with cross-functional teams of developers, business analysts, and product owners to align UX/UI enhancements with business requirements

### Student Assistant @ UW International Student Services

Seattle, WA | Feb 2019 - June 2020

Implemented user-centric design in processing immigration forms and documents from 8,000+ international students

### Intern @ Yonsei University Institute for Welfare State Research

Seoul, Korea | June 2017 - Aug 2017

Conducted in-depth research on the welfare systems of 5 different countries, leveraging database and trend analysis

## PROJECTS

### Pokemon Unite Heuristic Evaluation

Sep 2021 - Jan 2022

Conducted a user survey and review analysis to inquire into end-user behaviors and use cases

Identified and resolved 10+ usability issues based on heuristic principles, driving design enhancements using Figma

### Zillow Mobile App Usability Testing + Redesign

Mar 2021 - June 2021

Designed a usability study, moderated 5+ testing sessions, and redesigned interfaces to address major usability issues in Figma

### RockX Museum Website Design

Apr 2021 - May 2021

Conceptualized and prototyped a B2C website for museum visitors using Axure RP, optimizing engagement and tour planning

## EDUCATION

### M.S., Human Factors & Ergonomics

San José State University | May 2022

Focus in [Human Computer Interaction](#)

Relevant Coursework:

- Human-Computer Interaction
- Interaction Design
- Usability Evaluation and Testing
- Human Factors Experiment

### B.A., Psychology

University of Washington | June 2020

Minors in [Informatics](#) and [Diversity](#)

Relevant Coursework:

- Cognitive Psychology
- Design Methods
- User Research

## SKILLS

### Design

Personas, Wireframing, Prototyping, Interaction Design, Journey Mapping, User Flows, Data Visualization

### Research

Usability Testing, Interview, Survey, Heuristic Evaluation, Focus Group, Card Sorting, Thematic Analysis, Statistical Analysis

### Programming

R, HTML, CSS

## TOOLS

Axure RP, Figma, Qualtrics, Jira, Miro, Minitab, Visual Studio Code, GitHub, Microsoft Office Suite, Google Suite