

Hyorim Park

is a User Experience Researcher and Designer

www.hyorimpark.com | 12008 Waterside View Dr #23, Reston, VA 20194 | Mobile: 240-344-3731 | Email: hyorimpark@gmail.com

EXPERIENCE

UX Researcher and Designer

Ventera, Reston, VA..... Apr 2018 - Current

- As the UX lead on a project team, plan and conduct qualitative and quantitative user research from discovery to validation to enhance features/functionalities for the legacy QIES (Quality Improve and Evaluation System) used by CMS.
- Analyze and report the findings from these studies to UX designers, project teams, and stakeholders along with recommendations for addressing user issues.

Becton, Dickinson and Company (BD), Reston, VA.....Nov 2017 – Jan 2018

- Analyzed usability problems and developed design recommendations for smart-device prototypes designed to help diabetic patients inject insulin and keep track of the dose data.
- Designed and conducted user study to validate the hypothesis related to behavior change for the purpose of developing essential features of a mobile app to aid diabetes management.

LSR/UX Lab, LG Electronics, Seoul, South Korea.....Jan 2015 – Apr 2017

- Identified customer's hidden insight in all contexts based on user research.
- Established design directions and extracted UX design factors for LG products.
- Created innovative solutions and validated through usability evaluation.

UX Lab, LG Electronics, Seoul, South Korea.....Jan 2012 – Dec 2014

- Led UX/strategy/design on mobile, TV, and upcoming home environment based on targeted user research and usability testing while working in both agile and waterfall process to bring products from scenarios and concepts.
- Launched a smart TV for seniors as 'LG easy TV' in a real market (model: LF6070).

Convergence Lab, LG Electronics, Seoul, South Korea.....Jan 2011 – Dec 2011

- Analyzed existing mobile app services and created diverse solution concepts for smart digital products with enhanced functionality.
- Created intuitive user interfaces and interactions by redesigning information architecture and task flows.

HCI Group, LG Electronics, Seoul, South Korea.....Oct 2009 – Dec 2010

- Performed detailed user research and employed proven need finding techniques to identify key problems.
- Designed, prototyped and tested innovative UX concepts for smartphone.

Research Assistant

Ubiquitous Computing Group, Georgia Tech, GA.....May 2008 – May 2009

- Designed a mobile application with Peak Flow Meter functionality to help children with asthma to avoid emergencies by monitoring their lung capacity status.
- Analyzed data of each user's experience through interviews and surveys with prototyped in-Home Energy Consumption Display (ECD).

EDUCATION

Georgia Institute of Technology, Atlanta, GA.....Sep 2007 – May 2007
M.S. in Human Computer Interaction (HCI)

Hood College, Frederick, MD.....Sep 2006 – May 2007
Exchange student, Computer Science

Sookmyung Women's University, Seoul, South Korea.....Mar 2002 – Aug 2007
B.S. in Computer Science, minor in Education
Summa cum Laude Graduation Honors

PATENTS

176 HCI/UX Patents (56 US / 38 PCT / 33 KR / 38 Others) have been filed and issued.

Microsoft has assumed ownership of **two patents** (US88727235, US8502780), related to head-mounted displays, for which **I am the sole inventor**.

UX METHODS

Affinity diagramming
Card sorting
Competitive evaluation
Conceptual design
Contextual inquiry
Diary study
Ethnography
Expert review
Heuristic evaluation
Interviewing
Journey mapping
Mental modeling
Personas
Prototyping
Scenarios
Sketching
Specification
Storyboards
Strategy development
Surveying
Task flows
Usability testing
Wireframing

TECHNICAL SKILLS

Adobe Illustrator
Adobe Photoshop
Axure, Sketch, InVision
HTML5 & CSS3
JavaScript

PROFESSIONAL INTERESTS

Design thinking
Agile UX
AI, Machine Learning
Big Data
Ideation methodology