

**JOHN KIM**  
UX DESIGNER

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## EXPERIENCE

### **GLOSSIER**

*User Experience Designer (Aug '16 - Present)*

- Use a variety of research and data methods to maintain a pulse on customers
- Identify opportunities to better serve users (not just tech)
- Create ideal flows and wireframe out functionality
- Collaborate with engineers to work within constraints, third-party tools, and provide assets
- Accomplishments: In-house POS, improved checkout, develop “rep program,” custom product launches, fraud protection, product reviews, launch international sites, 1-on-1 customer/CX Facetime initiative

### **PENTON MEDIA**

*User Experience Designer (Aug '14 - Aug '16)*

- Conducted initial market research, user interviews, and wrote scope to develop a media template to be used across 60+ sites
- Used HTML/CSS/JS to create a responsive prototype
- Recruited groups of highly selective users to test functioning prototype

## EDUCATION

### **GENERAL ASSEMBLY**

*User Experience Intensive Course (Mar '14 - May '14)*

### **UNIVERSITY OF CALIFORNIA, BERKELEY**

*B.A. Sociology, B.A. Media Studies (Grad. Jun '12)*

## SKILLS

User Research, Wireframing, User Flow, Prototyping, Analytics, Strategy, Sketch