Christine J Yun
User Experience Designer

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Education
General Assembly
User Experience Design Immersive
Atlanta, GA | Mar 2017 - May 2017

University of Georgia
Bachelor of Science, Chemistry
Athens, GA | Aug 2010 - May 2015

Skills
User Research
Personas
Journey Mapping
Information Architecture
Interaction Design
Wireframing
Prototyping
Usability Testing
Workshop Facilitation

Design Tools
Adobe XD
Sketch
Axure RP
Miro
Mural
Figma
Adobe Creative Suite
UserTesting

Experience
T3 - User Experience Designer
Atlanta, GA | April 2019 - Current (Mar 2021)

Lead UX Designer across multiple web and mobile projects for the Digital Experience team at UPS. Core responsibilities include gathering user research, organizing research into easily digestible artifacts, designing wireframes and prototypes, and executing usability tests to drive empathy for end users and create human-centered experiences.

Relevant Projects:
Global Navigation Redesign - UPS Mobile App
Conducted extensive user research on the UPS mobile app - including current state analysis and site mapping, competitive and comparative research, and usability testing - in order to redesign the mobile app with best-in-class user experience methodologies.

Help and Support - ups.com
Audited entire Help and Support Center ecosystem to update content hierarchy as well as reduce, refine, and reorganize support pages to promote ease of use for customers. Utilized baseline analytics and user testing as well as comparative analyses in order to provide a more simplified and easily navigable experience, and reduce calls to customer support.

3Ci at The Home Depot - UX Designer Consultant
Merchandising IT - Item Data Management: Integrated Solutions
Marietta, GA | Feb 2018 - Mar 2019

Executed end-to-end user experience design methodologies impacting over 3000 corporate and end users. Collaborated with product management and software engineers as a balanced team to support 6 web applications used by Home Depot employees.

Relevant Project:
Item Data Audit Tool 2.0
Conducted in-person and remote user interviews, facilitated workshops with balanced team and key stakeholders. Designed, tested, and iterated on low and high fidelity wireframes and prototypes based on user feedback. Increased auditor accuracy by 45%, increased rate of audits performed per hour by 23%, and reduced time spent resolving support tickets by 38%.