

STEPHANIE KIM

UX RESEARCHER

Authorized to work for any US employer
Atlanta, GA 30309

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EDUCATION

Georgia Institute of Technology 4.00 GPA Aug 2022 - May 2024

MS in Human-Computer Interaction

University of California, Santa Barbara 3.72 GPA Sept 2019 - June 2022

BS in Psychological & Brain Sciences

BA in Statistics & Data Science

San Diego Miramar College 4.00 GPA Jan 2018 - June 2019

AA in Mathematics

SELECTED PROJECTS

UX Research Intern @ Infoblox | Admin Notifications for Cybersecurity Platform

May 2023 - Aug 2023

- Led research project for a revamped notification system within a technical domain through **planning, collaboration, recruitment, testing, analysis, and solutioning** over a 12-week period
- Conducted **unmoderated usability tests** and **moderated interviews** on more than 20 customers total, leading to a rich understanding of network admins' pain points within the platform
- Facilitated **rapid prototyping** based on research insights; final prototype received overwhelmingly positive feedback from Infoblox customers as gathered from 8 customer interviews

UX Researcher @ ZenVR | Onboarding for VR Meditation Learning App

Jan 2023 - May 2023

- Spearheaded user research via **survey, focus group, contextual inquiry, and interviews** to uncover meditators' mental models, informing the creation of an immersive onboarding tutorial
- Produced actionable design implications and original user categorization system by **affinity mapping** 250+ notes from qualitative methods and analyzing results from 100 survey responses
- Conducted 8 **usability tests** and 3 **expert heuristic evaluations** on Unity prototype to assess the effectiveness of the onboarding system

UX Research Intern @ ServiceMaster | E-commerce Platform for Cleaning Service

Feb 2023 - May 2023

- Executed agile user research to understand franchisee pricing strategies and sales pain points through 12+ **user interviews**
- **Analyzed** extensive qualitative research via Dovetail and further **affinity mapped** 500+ notes collaboratively, revealing franchisees' needs and intentions for e-commerce
- Leveraged design implications from research to **produce high fidelity wireframes** in Figma, which incorporated highly desired features such as booking, service info, and customizable special offers

SKILLS

- **Research methods:** survey design, user interviews, usability testing, storyboard, empathy map, journey mapping, user persona, task analysis, heuristic evaluation, Wizard of Oz, ethnography, focus group, participatory design, contextual inquiry, experiment design
- **Tools:** Qualtrics, UserTesting.com, Figma, Miro, Dovetail, Notion, Tableau
- **Programming:** Python, R
- **Design:** Wireframing, prototyping (physical and digital), data visualization