

Emily Naseul Jeong

(425) 340-2862 • Issaquah, WA • njeong@umich.edu • emilyjeong.com

EDUCATION

University of Michigan

Masters of Science, School of Information, UX/UI Research and Design

- Cumulative GPA: 3.8/4.0

Ann Arbor, MI

May 2025

New York University

Bachelor of Science, Applied Psychology

New York, NY

January 2022

SKILLS

Design: Wireframing, Prototyping, Persona and Scenario

Research: User/Usability Testing, User Interview, Affinity Analysis, A/B Testing, Heuristic Evaluation

Tools: Figma, Axure, Adobe Photoshop, Adobe Premiere Pro, Adobe After Effects, Adobe Illustrator, MS Office

Programming: Python, SPSS, Stata, SQL, HTML/CSS/Javascript

Language: Native- English & Korean

HONORS/CERTIFICATES

Programming for Everybody (Python), University of Michigan- Coursera

August 2023

NYU President's Service Award, KISO (Korean International Student Organization)

May 2019

Steinhardt Scholarship

September 2017

PROJECT EXPERIENCE

Co-House

UX Designer and Researcher

Ann Arbor, MI

August 2023 – December 2023

- Developed "Co-House", a hi-fidelity household task distribution website, utilizing multi-level wireframes and prototypes created via Figma
- Implemented an interactive UX design process involving usability testing, stakeholder interviews, and persona development, resulting in significant tool enhancements, such as a streamlined dashboard with portrait task view

Michigan Water Infrastructure

UX Researcher

Ann Arbor, MI

August 2023 – December 2023

- Led UX research for Wayne County's water infrastructure, employing stakeholder interviews and affinity mapping to uncover key usability and accessibility barriers
- Presented findings and recommendations on policy reforms, infrastructure improvements, and community engagement using data visualization, emphasizing the need for transparent data to drive informed policy and public awareness

PROFESSIONAL EXPERIENCE

PKI Corporation

UX Researcher

Seoul, South Korea

May 2024 – Aug 2024

- Managed end-to-end UX redesign of PKI Corporation's website, incorporating heuristic evaluation and competitive analysis to optimize usability and align with market needs
- Conducted weekly interviews with 10+ company employees to gather insights on internal needs and perspectives, which were effectively communicated and integrated into the design process
- Coordinated between internal teams and an external design agency, utilizing research findings from employee interviews to guide and refine project deliverables

University of Michigan Library Finding Aids

UX Researcher

Ann Arbor, MI

January 2024 – May 2024

- Spearheaded the usability assessment of the University of Michigan Library Finding Aids website, identifying user pain points and opportunities for enhancing new user integration through user interviews, surveys, heuristic evaluation, and usability testing
- Composed comprehensive analytical reports of each employed research method and presented findings and recommendations to stakeholders on a weekly basis to inform design decisions and strategic directions

PACH (Project for the Advancement of Our Common Humanity)

Research Assistant

New York, NY

February 2021 – December 2021

- Facilitated data collection, assessing 30+ surveys in 5+ middle and high school classrooms to evaluate the user effectiveness of the Listening Project in enhancing students' transformative interviewing skills
- Performed qualitative data coding and comprehensive 5+ literature reviews, effectively analyzing and synthesizing insights from 40+ research articles