

Josh Kim

joshkimux.com ❖ (571) 422-2656 ❖ joshkimux@gmail.com ❖ DC Metro Area

WORK EXPERIENCE

Government Agency, Deloitte Digital

Oct.2019 – Present

UX Researcher and Designer

McLean, VA

- Led user research for a premier .gov redesign on one of Deloitte Digital DC's largest teams.
- Employed Maximum Variation Sampling (MVS) during user recruitment using diversity-tracking matrices and practitioner triangulation to mitigate unconscious biases and unintentional exclusion.
- Trained and temporarily onboarded engineers and analysts during user interviewing to naturally shape cognitive empathy with the end user across the project team.
- Completed contextual analysis of 10 interviews and 500+ Work Activity Notes (WANs) by leading the facilitation of a Work Activity Affinity Diagram (WAAD) activity with 20+ members of the project team.
- Output data-driven personas and journey maps through behavioral mapping informed by contextual stories inferred from the WAAD.
- Designed a WCAG 2.1 accessibility compliant career application flow which included 100+ high-fidelity wireframes in Sketch and clickable prototypes on InVision.
- Validated findings with disability and inclusion champions in a series of extracurricular SME interviews.
- Regularly presented wireframes to client leadership with repeated success as a result of grounded and rational findings from research.

Southern New Hampshire University (SNHU), Deloitte Digital

Jul. 2019 – Oct.2019

Accessibility Designer

Washington DC

- Identified and corrected over 100+ accessibility violations across a new digital student application flow and introduced long lasting improvements including persistent labeling and inclusive error validation.
- Provided bi-weekly wireframe reviews in InVision as a SME to assess compliance to WCAG 2.1 success criteria.
- Wrote accessibility criteria for user stories for developers to reference and write test cases.

Government Agency, Deloitte Digital

Mar. 2019 – Apr. 2019

Lead UX Researcher

Washington DC

- Tasked to conduct user research on an agency's internal service portal.
- Discovered that more than 95% of the portal's intended users had abandoned usage through snowball sampling which directly led to a multimillion extension of the project.
- Educated developers, product managers, and the client on HCD best practice through participatory research.
- Conducted a heuristic and accessibility evaluation using UI Tenets and Traps and WCAG 2.1 success criteria; packaged a report that identified over 50+ accessibility and usability violations along with actionable recommendations to meet AA compliance.
- Rapidly prototyped wires into visual mockups to meet timeline and budget constraints utilizing John Whalen's contextual interview methodology.
- Created a small, robust design system and pattern library inspired by Alla Kholmatova's book as a handoff piece to the client.

Government Agency, Deloitte Digital

Jan. 2019 – Mar. 2019

UX Designer

McLean, VA

- Tasked to prioritize stakeholder needs through stakeholder discovery and evaluate current-state design for a public-facing .gov platform.
- Conducted and wrote a report documenting 100+ usability violations using UI Tenets and Traps with a team of three designers.
- Managed an atomic design audit and trained two product managers on design system synthesis.

- Interviewed 18+ stakeholders amongst 6+ divisions, coded 800+ lines of anecdotal data, and created a digital affinity map to help prepare immersion materials for a prioritization workshop.
- Created a provisional information architecture for the client based on the 18+ stakeholder interviews and 8 card-sorting activities with end users.

State of New Hampshire, Deloitte Digital

Apr. 2018 – Dec. 2018

Lead UX Designer

Concord, NH

- Tasked to help design a webapp for citizens of New Hampshire to log hours to become eligible for health care.
- Led a mixed digital and account team and presented findings directly to the client, local government officials, and federal health care officials.
- Interviewed 12+ users and analyzed over 500+ lines of anecdotal data despite significant constraints which led to the adoption of a mobile-first strategy.
- Designed mobile-first, responsive wireframes using Sketch and InVision for visual designers and developers to reference.

Amtrak, Deloitte Digital

Jul. 2017-Apr.2018

Junior UX Designer

Washington, DC

- Led the redesign of PWD (passenger with disability) booking at Amtrak including user research and testing with disability specialists, developers, and frontline station assistance.
- Worked in an agile, cross-functional environment with daily scrums with development and functional team members.
- Reported status on the UX work of 200+ enablers and stories on Jira in weekly touchpoints.
- Documented iconography and design deltas across several platforms and created a new online pattern library for future reference.

EDUCATION

Virginia Tech

Dec. 2016

BS Business Information Technology, Minor in Business Leadership 3.4 GPA

Blacksburg, VA

- Completed studies in BIT and Business Leadership while attending core CS classes (Data Structures, Comp Org) to improve my digital and functional fluency.
- Served as the president of Students for Peace and Justice in Palestine, Martial Artist Council, and Kendo Club.
- Studied directly under Kim Gausepohl, Ph.D, AUXP as a UX intern at VT NI&S for a year.

SKILLS & TOOLS

- **Skills:** Heuristic and Accessibility (WCAG2.1) Evaluations, User Research and Analysis, Design Workshops, Inclusive UI Design, Usability Testing, Front-End Development
- **Tools:** Sketch (+Craft/Abstract), Axure RP, Balsamiq, Photoshop, Illustrator, Bootstrap

REFERENCES

- **Rica Rosario**, Creative Director at Deloitte Digital, rrosario725@gmail.com
- **Brendan Strahm**, UX Lead at Deloitte Digital | bstrahm@gmail.com
- **Chris Wilson**, Studio Senior Manager at Deloitte Digital | chris@cmfw.com