



JOSH KIM

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RELEVANT EXPERIENCE

Deloitte Washington, D.C. Jul 2017 – Mar 2018

UX Designer servicing Amtrak

- Prototyped wireframes in Axure covering complex domains in transportation booking and profile management
- Facilitated user interviews and A/B testing sessions to validate new and unexplored pricing concepts
- Led the redesign of sensitive PWD (passenger with disability) booking including the prototyping and testing of wireframe flows with disability specialists, devs, and red caps (station assistance)
- Conducted QA tests and managed approvals for front end dev demos
- Documented iconography and design deltas across several un-synced platforms on an easily accessible online style guide using bootstrap
- Reported status on the UX work of over two hundred enablers and stories on Jira in weekly touchpoints
- Advocated for rich communication with functional and tech team members to quickly resolve dependencies and improve cross-functional sync

Deloitte Rosslyn, VA Apr 2018

UX Designer servicing internal blockchain project

- Provided UX expertise on an internal Deloitte blockchain project for federal servicing use
- Delivered an end-to-end happy path wireframe flow using Axure within a tight two week deadline
- Balanced technical restrictions and functional expectations with creative hcd solutions by leading and facilitating group design thinking sessions

Deloitte Rosslyn, VA Apr 2018 - May 2018

UX Designer servicing Ginnie Mae

- Tasked with identifying current webpage templates for the purpose of designing a fully responsive set of wires
- Upon identifying all unique pages, created wires using best responsive UI practices for both mobile and tablet screens in Axure

ITZ-LLC Solomons Island, MD Jun 2011 – Jul 2017

Co-Founder & Business Manager

- Co-Founded an engineering and IT contracting startup servicing the DoD
- Designed and built in-house a corporate brand, website, social media presence, business cards, presentation template slides, and full print/digital advertising campaign
- Used RSA (Rational Systems Architect) to modify existing system architectures for clients

VT NI&S Blacksburg, VA Jan 2016 - Dec 2016

User Experience Intern

- Conducted UX research, analysis, and prototyping for the redevelopment of several outdated applications
- Mentored by Kim Gausepohl Ph.D covering best practices for HCI and HCD in business

Freelance 2010 – Present

Web Developer, Graphic Artist, and UX Designer

- Worked for various local businesses and organizations including ACVA (City of Alexandria), ZOGO Tennis, and more providing web/design consulting and solutions
- Started a tennis art series that went viral leading to recognition by global stars including Roger Federer, the ATP, Novak Djokovic, and more

EDUCATION

Virginia Tech GPA 3.4 2012 – 2016

B.S. Business Information Technology, Minor in Business Leadership

SKILLS

UX and Prototyping

Tools: Axure RP, Sketch, Adobe XD, InVision, UXPin
Methodologies: Goal-Directed Design, Contextual Inquiry and Analysis, Personas, Journey Maps, Interaction Design, Rapid Prototyping, A/B Testing

Design

Photoshop, Illustrator, InDesign

Web

Bootstrap, HTML, CSS, jQuery, php, MySQL, github

Business

Tools: Jira, Microsoft Office Suite, IBM RSA
Methodologies: SAFe, Waterfall