

# Emily Naseul Jeong

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## EDUCATION

### University of Michigan

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

Ann Arbor, MI  
May 2025

- Cumulative GPA: 4.0/4.0
- Relevant Coursework: Interactive Design, Programming– Python, Contextual Inquiry– UX Research, SQL

### 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, Contextual Inquiry, Affinity Analysis, A/B Testing

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

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

**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

### University of Michigan, School of Information, Contextual Inquiry

Ann Arbor, MI

*UX Researcher*

August 2023 – December 2023

- Executed qualitative research on Wayne County's water infrastructure by performing key stakeholder interviews and affinity diagram analysis and synthesizing research findings into coherent reports that culminated in a strategic plan focusing on infrastructure revitalization, financial sustainability, data optimization, and effective stakeholder engagement

### University of Michigan, School of Information, Interactive Design

Ann Arbor, MI

*UX Designer*

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

## PROFESSIONAL EXPERIENCE

### University of Michigan Library Finding Aids

Ann Arbor, MI

*UX Researcher*

January 2024 – Present

- Spearheading 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
- Composing comprehensive analytical reports of each employed research method and presenting 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)

New York, NY

*Research Assistant*

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

### Korea University, Department of Education, Professor Sang Min Lee

Seoul, South Korea

*Research Assistant*

September 2020 – December 2020

- Ran quantitative data analysis via Stata and SPSS and created a database of 10+ relevant research articles for a comparison study on international ethics
- Color coded qualitative data to establish relevant themes and analyzed 15+ research articles