Jin Jeon
UX Researcher

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Seattle, WA

EXPERIENCE

Microsoft / UX Researcher (Contract)

Dec 2021 - Present | Redmond, WA

- Collaborated with Azure product teams to iteratively formulate research plans, test hypothesis, and synthesize customer-driven insights to improve developer experiences through the product lifecycle
- Enhanced the onboarding experience in Visual Studio and usability of newly shipping features in Azure Machine Learning through iterations of formative research
- Orchestrated a regular weekly cadence of evaluative research across multiple teams of program mangers, engineers, and designers
- Evangelized research by facilitating an internationally-held UXR workshop and presenting a talk about the value of establishing a lean research practice

SAP / UX Research Intern

Jun 2021 - Aug 2021 | Palo Alto, CA

- Headed generative research in B2B procurement software from initial study planning, moderating contextual inquiries, analyzing data, facilitating collaborative workshop, and delivering recommendations to a cross-functional team
- Established a persona foundation by delivering journey maps and typical use cases with key user needs and pain points to stakeholders and UX leadership

Anthro-Tech / UX Research Associate

Apr 2021 - Jun 2021 | Seattle, WA

- Improved web and mobile usability across 7 different projects with a 2-week turnover through comparative usability studies and interviews
- Collaborated with senior researchers in moderating and analyzing data to generate insights and recommendations for clients including WA state agencies and Meta

Navigating Cancer / UX Research Intern

Jul 2020 - Sep 2020 | Seattle, WA

- Executed end-to-end research from surveys and in-depth interviews with cancer patients to iterating prototypes through expert evaluations and concept testing
- Collaborated with an internationally-distributed, cross-functional team of researchers, designers, and a product manager to improve patients' symptom management and engagement with the health tracker

Vanderbilt Computational Memory Lab / Research Analyst

Apr 2018 - Jul 2020 | Nashville, TN

- Conducted quantitative research (t-test, regression, correlation, ML, NLP) and data visualization to present findings at international conferences
- Devised automated data processing pipeline that converts speech to textual data, analyzes task performance, builds data frame, and summarizes results
- Administered over 200 experiments and mentored undergraduates in coding, data processing and analysis and designing their own experiments

EDUCATION

University of Washington

Jun 2022 | Seattle, WA

M.S. in Human Centered Design and Engineering (GPA: 3.93)

University of California, Berkeley

May 2018 | Berkeley, CA

B.A. in Cognitive Science

SKILLS

Usability Testing
Journey Mapping
Contextual Inquiries
Concept Value Testing
In-depth Interviews
Ethnography
AB Testing
Multivariate Testing
Surveys
Competitive Analysis

TOOLS

UserTesting.com
Qualtrics
SurveyMonkey
Amazon MTurk
Figma
Respondent.io
Google Analytics

PROGRAMMING

Python (Pandas, Numpy, Scipy, Seaborn, TensorFlow)
Git
MATLAB
HTML/CSS
Processing (JavaScript)
Unix
Arduino