

JIYOUNG OH

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Objective

I am a user experience designer who has a passion in building a product based on deep empathy into customers' needs and workflow. I enjoy collaborative process of envisioning and delivery of a product. I practice human-centered design methods to involve customers and stakeholders in building experience that our customers will love.

Qualification

- Delivered high adoption of a product experience based on usage analytics research, prototyping, and iterative process
- Experienced in analytics platform and visualization toolkits, Google Analytics, Tableau, R, D3.js, JSON, Hadoop/Spark
- Proficient in design and prototyping tools and methodologies, applying them at the right time in the process
- Well-versed in collaboration and brainstorming methods to identify key opportunities in user workflow improvement
- 9+ years of product design experience weaved in with user research in the process
- PhD in Human-Computer Interaction, focused on user interaction technologies and visualization systems

Experience

User Experience Designer
Tableau

2015-Present

- Delivered JSON connector, Tableau's first foray into semi-structured data source. It involved building in smarts into connector so that users can start analyzing without data wrangling.
- UX for big data initiative, envision an experience where anyone who has questions to data can connect and discover insights without having to understand how the data is stored and structured.

Principal User Experience Designer
Autodesk, Inc.

2007-2015

- Drive culture of data-driven decision-making process via usage analytics, forum discussion analysis, and iterative development process with customer feedback sessions.
- Key UX role in delivering cloud-based design and manufacturing CAD/CAM software, which allows users to build and share their designs.
- Product owner role in user experience overhaul of 15-year old enterprise level software with 800k subscribers, driving 99% adoption rate.

Post-doctoral Scholar, 3D Immersive System
College of Optical Science, University of Arizona

2005-2007

- Built a touch-enabled 4'x4' tabletop display for walk-in scale immersive display system.
- Explored hand-held display that augments the tabletop display in the Virtual Environment.

Training

LUMA (Looking, Understanding, and Making) Method
Advancing training, Human-centered participatory design methods

Summer, 2015

Education

PhD, Computer Science, York University, Toronto, Canada
Thesis: Desktop Conceptual Design Systems

2000-2005

MS, Computer Science, Myongji University, South Korea

1997-2000

BS, Computer Science, Myongji University, South Korea

1993-1997

Skill

Analytics

Tableau
D3.js JavaScript
R and R Studio
Data Prep
Google Analytics

Prototyping

Sketch
Axure
HTML5/CSS
Adobe Edge Animate
Adobe Photoshop
Adobe Illustrator
Balsamiq Mockup

Process

User Centered Design
Design Thinking
Agile Process
User Research
Paper Prototyping
Lean UX

Publications

4 Journal publications,
12 refereed papers on of
3D visualization, Virtual
Reality, input devices, and
user centered design
process. Find full list from
[ResearchGate](https://www.researchgate.net).