Sue Park

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EXPERIENCE

Aniai

Product Designer   Oct 2024 – Present

As a first full-time design hire of the company, designed key features for internal tools to increase development and operation efficiency and reduce overall time and resources needed to deploy a robot. Shortened robot test cycles by *80%* and decreased robot update error rates from *5%* to *0%*.

Introduced and launched minimum viable design system by creating color and typography tokens and *14* core production-ready React components in *1.5* months, collaborating with engineers. Documented and updated design system for cohesive and streamlined experiences.

Currently revamping cooking robot display interface to better support kitchen environment.

Goinvo

UX Designer   Jun – Sep 2024

Designed a market research project management tool for Ipsos, focusing on research questionnaire creation and distribution features.

Designed an application for the public benefits program of the state of Massachusetts. Developed concepts and high-fidelity interfaces through iterative testing.

AthenaHealth

UX Design Intern   Jun – Aug 2023

Led initial research and design for a new B2B billing portal, conducting *5* exploratory customer interviews. Designed features to encourage timely payments, contributing to a *30%* reduction in payment cycles after its 2024 launch.

Ringle

UX Intern   Apr – Jul 2022

Led foundational qualitative user research to deeply understand customer pain points on the English tutoring web service.

Scoped, planned, and conducted in-depth customer interviews and analyzed qualitative and quantitative data in collaboration with data scientists.

EDUCATION

University of Michigan
M.S. in Information

KAIST
B.S. in Industrial Design

AWARDS & HONOR

iF Design Award
Service Design, UI Design

Red Dot Design Award
App Design