Ji Su Nam

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An adept and enthusiastic **User Experience Researcher / Designer**
with a Master's in HCI Design and a background in Educational Psychology.

*No visa sponsorship required.

Education

MSc Human-Computer Interaction Design

City, University of London | 2021-2023
First-Class Distinction

BAs Educational Psychology

Seoul Women's University in South Korea
| 2010-2015

Skills

User-Centred Design
Interaction Design
UX Testing and Research
Journey Mapping
Heuristic Evaluation
Information Architecture
Wireframing
Prototyping
Accessible design (WCAG)
Visual Design

Tools

Figma / Axure RP / Miro /
Optimal Workshop /
Adobe Photoshop / Illustrator /
HTML / CSS / JavaScript / Notion

Projects

Trivia app for The British Museum
October - December 2021

- Designed an interactive system - Trivia app - for The British Museum to enhance the visitors' experience.
- Performed dual roles of a UX Designer and a User Researcher.
- The design process consisted of user research, creating personas, user journey, sketch, future user journey, storyboard, and high-fidelity prototypes.

**Information Architecture
for an integrated website about 'Makgeolli'**
November 2021 - January 2022

- Designed the information architecture for an integrated website providing comprehensive information about Makgeolli with an online shopping page.
- Conducted user interviews, and created a detailed domain model, a sitemap, an illustrative user journey and production-ready wireframes.

**WCAG 2.1 Accessibility Audit
Commissioned by the organisation, My Care Budget**
October - December 2021

- Performed a WCAG 2.1 accessibility audit on a sample of key pages across the site to an AA conformance level, and developed a report that lays out a plan of how to bring the site up to optimal compliance.

**Usability Test
Commissioned by the charity, Diabetes UK**
February - April 2022

- Planned and conducted a usability test, and produced a comprehensive usability report for a charity website.
- Data was analysed using a rich summaries of raw data, affinity map, rainbow spreadsheet against a severity rating scale, and a system usability scale.

Other Experience

Happy Kids Counselling Centre
Seoul, South Korea | 2015-2017

- Worked as a psychological counsellor at a counselling organisation.
- Assessed children with challenging behaviours or attention deficit hyperactive disorder (ADHD) to subsequently design and test tailor-made educational programmes that incorporate interactive therapies into their learning.
- Developed client management skills by updating clients regularly with formal reports, which included both quantitative and qualitative data, and meeting tight deadlines