

# Taejun Kwak

## SYSTEMS DESIGN ENGINEERING

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## Skills

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**Product** Figma, Sketch, XD, Illustrator, User Research, Wireframing, Prototyping, Usability testing, Mockups

**Tools** Microsoft Suite, Adobe suite, Confluence, Jira, Photoshop, React, Git, WordPress, AWS

**Development** JavaScript, HTML/CSS, C++, Python, Java, Arduino, MATLAB

## Experience

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### Shoplogix

Oakville, ON

PRODUCT MANAGER

Jan. 2022 - Apr. 2022

- Communicated and partnered with stakeholders in product development phase, considering scope and requirements
- Collaborated cross-functionally with different teams to identify and deliver new product solutions and enhance features
- Architected a detailed business model to improve exposure during trade shows increasing contracts by 36%
- Designed a high fidelity mobile-app which grants quick access to key metrics of a manufacturing plant using Figma

### Centre for Extended Learning

Waterloo, ON

UI/UX DEVELOPER

May. 2021 - Aug. 2021

- Contributed key insight and research towards the design and development of the Course Development Tracking System
- Independently scoped, researched, and designed over 40 detailed wireframes for the CDTS project using Figma
- Organized the wireframes into a storyboard to illustrate the user flow and presented it to the stakeholders for feedback
- Replicated the design to develop the front-end interfaces of the CDTS project using HTML, CSS, and JavaScript

### Centre for Extended Learning

Waterloo, ON

COMPUTING SUPPORT ASSISTANT

Sept. 2020 - Dec. 2020

- Assisted in scoping and conducting technical research of over 30 software tools to streamline the University's processes
- Coordinated efforts with project managers, SQAs, and developers using Jira Sprints to ensure project deadlines are met
- Redesigned and rebranded the CEL Ecosystem mapping on GitMind with over 1000 nodes and connections
- Developed and tested the Q&A pair for Waterloo's chatbot, increasing AI accuracy by 92% and customer satisfaction by 87%

## Projects

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### Portfolio

[View Project](#)

PRODUCT DESIGN AND FRONT END DEVELOPMENT

Jan. 2021 - Aug. 2021

- Utilized HTML, CSS, and JavaScript to design and develop a responsive website to showcase past and upcoming projects
- End to end development involving research, design, and development using Figma, Photoshop, and React

### TicketPilot

[View Project](#)

UX DESIGN

Sept. 2022 - Dec. 2022

- Designed a mobile movie ticketing app following the steps outlined by the Google UX Design Professional Certificate program
- Utilized user research and competitive audit to scope product requirements and translate it to design ideation
- Created wireframes, mockups, and low/high-fidelity prototypes with branding for the app using Figma
- Conducted usability tests with more than 20 users to understand behaviour and usability patterns on responsive devices

## Education

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### University of Waterloo

Waterloo, ON

SYSTEMS DESIGN ENGINEERING (BASC), GPA: 3.9/4.0

Sept 2019 - June 2024

- University of Waterloo President's Scholarship - 2019
- Achieved excellent academic standing - Dean's Honour List.
- Relevant Courses: Human Factors in Design, Engineering Economics of Design, Systems Design Methods