

Jin Ho Lee

Product Designer

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TOOLS

Adobe Creative Suite

Axure

Balsamiq

Figma

Sketch

Principle

Swift

MS Office

WEB DEVELOPMENT

HTML5

CSS3

Bootstrap

jQuery

Javascript

UX Methods

Card Sorting

Interviewing

Personas

Prototyping

Scenarios

Sitemapping

Sketching

Surveying

Usability Testing

Task Analysis

EDUCATION

Academy of Art University

Master of Fine Arts 2017

New Media

UC Berkeley

Bachelor of Arts 2017

International Relations

EXPERIENCE

ServiceNow

Senior Product Designer | 06/2021–Present

Santa Clara, CA

- Leads to define and evolve long-term product vision for the brand new product
- Conducts user interviews, journey mapping workshops, and other research sessions to understand their goals and motivations
- Collaborates closely with cross-functional teams to ensure the new experience and design language fulfilled both business objectives and user needs
- Delivers innovative end-to-end user experiences that optimized the user needs, wireframes, specifications, and prototypes across web and mobile platforms

ServiceNow

Senior Product Designer | 08/2019–06/2021

Pleasanton, CA

- Designed components and data visualizations that cover unknown use cases in order to serve the multiple needs for both internal users and external customers
- Led end-to-end execution from requirements gathering, design, redlines, dev support, QA support, and usage guideline
- Implemented theming engine to empower and modify existing components to fit a specific visual style and provide different looking brand experiences

Capital One

Senior Product Designer | 09/2017–08/2019

San Francisco, CA

- Created end-to-end digital experiences that helps branch and café ambassadors to deliver value, personalized experience and provide in-depth guidance during in-person customer interactions in retail footprint from welcome through servicing to exit (i.e. Capital One Cafés and Branches)
- Collaborated closely with product managers, engineers, and stakeholders to build user centered digital experiences

Autodesk

UX Design Intern | 05/2017–08/2017

San Francisco, CA

- Involved in Design Research team which focuses on designing and building the next generation of Autodesk software
- Created prototypes to validate and align with long-term business goals

Sony Pictures Entertainment

UX Design Intern | 09/2015–12/2015

Culver City, CA

- Redesigned workflows to deliver a smooth and adaptable sign up flows of Crackle streaming platform
- Designed assets for marketing website across all supported platforms including desktop, mobile, tv, gaming consoles, and streaming box