

JAMIN KOO

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I have experience in..

conducting interviews and surveys
creating personas and scenarios
drawing up interaction maps
contextual inquiry
heuristics evaluation
wireframing and prototyping
project management
process documentation

I do work using..

Adobe Photoshop
Adobe Illustrator
Axure
Microsoft Office
Microsoft SharePoint

I have knowledge of..

Python
HTML
CSS
PERL

I can read, write, and type in..

Korean
Japanese (JLPT Level 1 Certified)

For more information, please check out
my portfolio at:

<http://koojamin.com>



Education

University of Michigan School of Information

Master of Science in Information
Human Computer Interaction
Preservation of Information

Ann Arbor, MI
Awarded May, 2013

University of California Los Angeles

Bachelor of Arts in Art History
Minor in East Asian Languages and Cultures - Japanese
Magna cum Laude

Los Angeles, CA
Awarded Jun, 2003

Projects

Interaction Design Jan 2013 - present

Individual Project

Designing a centralized shipment tracking system for customers in B2C transactions
iPhone app prototype using Axure

Usability Evaluation Jan 2013 - present

Client: SciStarter

Evaluating website for citizen scientists on usability and interface optimization
Interviews, surveys, competitive analysis, heuristics and usability evaluation

Graphic Design Jan 2013 - present

Individual Portfolio

Demonstrating graphic design principles and concepts
Adobe Photoshop, Illustrator, InDesign

Software Evaluation May 2012 - Jul 2012

Client: Florida Virtual Campus - Florida Digital Archive

Evaluated PDF to PDF/A converter software for implementation in archive workflow
Client purchased recommended product per conclusion of evaluation
Best Poster Award at iPRES 2012 and pending publication

Records Management Sep 2012 - Dec 2012

Course SharePoint Support

Provided Tier 1 technical support on SharePoint 2010
Acted as liaison between school IT department and the students
Developed implementation plan for document routing and records center setup
Created course wiki on SharePoint 2010 functionalities and issue tracking

Records Management Sep 2011 - Dec 2011

Team Project (SharePoint Administrator)

In charge of implementing team records management plan in SharePoint 2010 Worked with
school IT department on permission- and feature-related issues

Contextual Inquiry and Project Management Sep 2011 - Dec 2011

Client: University of Michigan Comprehensive Cancer Center

Analyzed patient interaction documentation process of nurse practitioners
Interviews, work process analysis, affinity diagramming
In charge of expectation management, scheduling and client facing communications

Past Positions

Attensity Corp, Senior Support Engineer

Palo Alto, CA, May 2010 - Jun 2011

Biz360 Inc., Senior Research Consultant

Redwood City, CA, Apr 2006 - May 2010

Biz360 Inc., Knowledge Engineer

Nov 2005 - Apr 2006

Biz360 Inc., Client Support Center Associate

Feb 2005 - Nov 2005

Biz360 Inc., Korean/Japanese Content Specialist

Sep 2003 - Feb 2005

More details are available in the portfolio on each project and position.