

Jessica Kim

UX Researcher/Designer

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PROFILE

As a psychology major, I am highly passionate in anything related to human thinking and behavior. I believe UX research is an extension of this interest, which is why I am excited to delve into this field. I believe that my research experience during university, along with the skills I learned from my bootcamp, combined with the collaboration and communication skills I learned at Harbourfront will push me forward to grow as a passionate UX researcher/designer.

SKILLS

Figma, Excel, Microsoft Office

EDUCATION

BrainStation | Diploma, User Experience Design

AUG 2023 - OCT 2023, ONLINE

University of British Columbia | Bachelors in Psychology

SEP 2015 - MAY 2020, VANCOUVER, BC

PROJECTS

UX Designer

OCT 2023, BrainStation x Scotiabank Industry Project

- Collaborated with students from data science and coding cohorts to win first place.

EXPERIENCE

Advisor Transition Specialist | Harbourfront Wealth Mangement

NOV 2021 - JUL 2023, CALGARY, AB

- Promoted to Advisor Transition Specialist from Operations Associate within 4 months.
- Assisted with the onboarding process of new advisory teams, took the lead on certain training topics, and collaborated with multiple internal departments to effectively complete their full transition.
- Constantly communicated and worked together with team members and back office teams to regulate volume of tasks, while cultivating a positive and encouraging environment for all.

Waitress | Kim's Katsu

APR 2021 - AUG 2021, CALGARY, AB

- Maintained a positive, customer-first attitude to exceed weekly sales.
- Ensured fast, friendly service to all customers.
- Collaborated with other waitresses to coordinate efficient coverage of the floor.

Seasonal Educator | Lululemon Athletica

NOV 2020 - FEB 2021, CALGARY, AB

- Provided world-class education about products, materials, and the brand while creating exceptional customer experience.
- Communicated with team members to hit goals and reach store quotas.
- Processed payments, refunds, and exchanges while ensuring stock replenishment and maintaining visual appeal of the store and products for guests.