

Boram Kwon

UX Designer & Design Researcher

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EXPERIENCE

Charles Sturt University, NSW, Australia Manager, UX and Content

MARCH 2022 - PRESENT

As a Manager in the UX and Content team, my responsibilities focus on providing team members with clear visibility of priorities amongst their tasks based on the User Experience (UX) principles and the University's strategy. I engage with various projects, participate in the UX design decision-making processes, and provide guidance as part of supporting team members working on different projects.

Charles Sturt University, NSW, Australia User Experience and Design Coordinator

FEBRUARY 2016 - PRESENT

My primary responsibility was overseeing UX design concepts across online platforms while raising awareness of the importance of the student experience. I continuously conducted user research activities such as user interviews, design workshops and usability testing sessions in order to identify the best design approach within the complex online ecosystem of the University. One of my most significant achievements has been making UX an essential part of the CSU project process and implementing design methodologies throughout the project lifecycle.

NAVER, Seongnam, South Korea UX Researcher

MAY 2008 - SEPTEMBER 2011

I worked on a wide range of projects including iOS and Android mobile applications. Within these projects I conducted user research, rapid prototyping, UX reviews and designed use flow. The biggest challenge in NAVER was accommodating the various types of users and optimising services to each target user group without making the experience too generic. To overcome this challenge, identifying users' context and requirements was essential.

NOWCOM, Seoul UX researcher

SEPTEMBER 2005 - MARCH 2008

I delivered a number of research-focused artifacts such as personae, user journey maps and UX reports. One of my main tasks in NOWCOM was also educating different sectors in the organisation in basic UX knowledge by running workshop sessions, as the concept of User Experience was emerging in the industry at that time.

Ewha Woman's University

Seoul, South Korea, 2000-2004

B.F.A. Visual Information
Design

RMIT University

Australia, 2021-present

Master of Design Futures

SKILLS

Design Research

Design thinking,
Problem-solving,

UX Design Methodology

Digital Strategy, User journey
map, User research,
Information architecture,
Behaviour analysis,
Wireframing, Interaction
design, Design system

AWARDS

2019

CSU Excellence Award

2018

CSU Excellence Award

2007

NOWCOM Designer of the year

LANGUAGES

English, Korean

EDUCATION

RECENT PROJECTS

User Diary Study — *Lead UX Coordinator*

AUGUST 2021 - PRESENT

Currently conducting a User Diary Study to inform the project team and the University how student users use their online learning environment and identify areas of opportunities for the way forward. This study not only includes student engagement, such as student interviews and user diary study activities, but also promotes the importance of including users' 'real-world' circumstances outside of a staged user research environment across the organisation for future design activities.

Subject Outline in Student Portal — *Lead UX Coordinator*

MARCH 2021 - MAY 2022

To enhance students' experience when consuming subject-related information within the Student Portal, which supports a more user-friendly layout and user flow, I designed the solution to renew the Subject Outline's UI and make it appear in the Student Portal. This direction allowed the project to minimise the technical risk caused by multiple layers of data integration and significantly improved the student experience.

Student Mobile Experience — *UX Coordinator*

JULY 2020 - OCTOBER 2020

This project involved early-phase discovery user research activities, analysing student motivation and behaviours through user interview sessions, and identifying their current status and holding stakeholder interviews. The final artefact of this project included high-level design recommendations to support students' sense of belonging to the student community during the pandemic.

Student Portal Graduation — *Lead UX Coordinator*

FEBRUARY 2020 - SEPTEMBER 2021

Designing personalised student experiences for potential graduands, my role in this project was to identify current constraints and bottlenecks of the business and set the overall design strategy based on early-phase user research activities and user workshops from other projects. The UX strategy also minimised staff workload from student inquiries during graduation peak season. Therefore, understanding business processes and several graduation scenarios was crucial.