**JOHN PAK** [Portfolio Site](http://www.hirejohnpak.com/)

**Lead UX Designer** [Linkedin Profile](http://www.linkedin.com/in/john-p-56353146) <johnpak2015@gmail.com>

714-501-1869

**SUMMARY**

A seasoned UX Design Lead with 20+ years in driving end-to-end product design. Expert in leading multidisciplinary teams, pioneering user-centric strategies, and delivering impactful design solutions. Proven proficiency in interaction design, visual/UI design, and collaboration with cross-functional units. Committed to championing accessibility and inclusivity in line with the finance branding standards.

**PROFESSIONAL EXPERIENCE**

**UX Manager · Freelance,** Los Angeles, CA · 04/2023 – Present

* Implementing user-centered cybersecurity app designs, enhancing usability, and aligning with best practices in human-centered design.
* Managing end-to-end MVP development, adapting to evolving data and policy landscapes, and ensuring accessibility and usability in product design.
* Mentoring designers, fostering a culture of technological innovation balanced with human-centric design principles.

**Lead UX Designer · PwC,** Los Angeles, CA · 11/2022 – 04/2023

* Orchestrated UX strategy for diverse platforms, integrating user research and data into design solutions that enhanced user experience and product scalability.
* Streamlined design processes in a lean/agile environment, increased in efficiency, ensuring ADA/WCAG 2.0 compliance, and fostering inclusive design practices.

**Lead UX Designer · Apple Inc,** Culver City, CA · 06/2022 – 10/2022

* Enhanced Apple TV+ UX design, reducing production time and emphasizing cross-functional collaboration for streamlined product development.
* Cultivated a user-centric design culture, mentoring junior designers, and significantly impacting industry UX standards.

**Lead UX Designer** **· ADP,** Pasadena, CA · 10/2021 – 05/2022

* Revolutionized HRO platforms, integrating agile methodologies to elevate UX, resulting in a 30% increase in user satisfaction and adoption.

**Senior Service Design Manager** **· MGM Resort International,** Los Angeles, CA · 11/2020 – 08/2021

* Led the strategic design and R&D of tech-integrated platforms, applying design thinking to expedite delivery and improve user experiences.

**Senior UX Designer** **· City National Bank,** Los Angeles, CA · 10/2019 – 07/2020

* Enhanced UX for financial applications, ensuring ADA/WCAG 2.0 compliance, and significantly reducing user complaints through improved design practices.

**Lead Product UX/UI/Web Designer** **· Saviynt Inc,** El Segundo, CA · 03/2019 – 10/2019

* Drove UX enhancements in cybersecurity products, increasing efficiency and user engagement, resulting in a 15% ROI boost.

**UX Design Manager** **· Creative Circle,** Los Angeles, CA · 07/2018 – 03/2019

* Managed user-centered design for blockchain and cryptocurrency products, optimizing user experience and reducing project costs.

**Senior UX Designer** **· CCC Intelligent Solutions,** Cerritos, CA · 02/2017 – 05/2018

* Doubled user engagement for B2B and B2C digital products, employing a human-centered design approach that reduced drop-offs by 20%.

**Interactive UX/UI Designer** **· Investor’s Business Daily,** Los Angeles, CA · 07/2016 – 02/2017

* Enhanced UX for online stock trade education products, contributing to a 4% revenue increase through innovative design strategies.

**Principal Product Designer** **· New Star Realty and Investment,** Los Angeles, CA · 02/2015 – 06/2016

* Spearheaded a team to achieve an unprecedented increase in web traffic and conversion rates through strategic UX/UI initiatives.

**Senior Interaction UX Designer** **· Ratespecial Interactive LLC,** Pasadena, CA · 08/2012 – 02/2015

* Increased annual revenue by 25-40% and improved conversion rates by up to 120% through user centric UX design strategies.

**UX Design Manager, Art Director** **· Colliers International,** Los Angeles, CA · 09/2009 – 07/2012

* Led global CMS website development, enhancing online presence and marketing effectiveness through innovative design leadership.

**Senior Web UI Designer** **· Ntreev USA,** Irvine, CA

**UX/UI Design Manager** **· Bezierart Design Associates Inc,** Glendale, CA

**Senior Designer** **· PwC LLP,** Los Angeles, CA

**Senior Designer** **· California Credit Union,** Glendale, CA

**EDUCATION**

* UCLA Extension · Multimedia Management and Webmaster
* Art Center College of Design · MS, Industrial Design
* Milwaukee Institute of Art and Design · BFA, Industrial Design

**CERTIFICATION**

* Certified Scrum Master® (CSM), Scrum Alliance Inc · 05/2023
* Certified Scrum Product Owner® (CSPO), Scrum Alliance Inc · 04/2023
* Certified UXD and UX Management Professional, Interaction Design Foundation · 05/2019 – 10/2019

**SKILLS**

UI/UX design experience, human-centered design, inspiring portfolio, low-fidelity solutions, high-fidelity solutions, usability, accessibility, growth mindset, design tools, Adobe XD, Figma, Sketch, MIRO, responsive design, adaptive design, native design, WCAG accessibility, atomic design systems, cross-functional collaboration.

**TOOLS**

Adobe XD, Figma, MIRO, InVision Studio, Sketch, Axure RP, Adobe CS, Photoshop, Illustrator, In Design, Dreamweaver, PowerPoint, Acrobat PDF, HTML5, CSS3, JS, CMS, Atlassian Jira/Confluence, WordPress, CMS, Google Analytics, Pendo, Optimizely, UX Pin, UserTesting.com, CrazyEgg, UsabilityHub Qualtrics XM, EnjoyHQ, AppKit DS, Angular JS, React JS.