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

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**SUMMARY**

As an expert Product UX Manager, I've led the design team from concept to final implementation across major platforms like iOS, Android, and Web, serving companies such as PwC, Apple, ADP, CNB, and MGM. My skills span Product UX/UI design, research, information architecture, service design, and cross-functional collaboration, ensuring design consistency and precision for over a decade.

**SKILLS**

Digital design, user experience management, B2B design strategy, team management, continuous learning, innovation, UX strategy, prototyping, high-fidelity designs, Adobe Creative Suite, Photoshop, Illustrator, XD, Figma, project management, user research, feedback analysis, HTML, CSS, JavaScript.

**TOOLS**

Figma, MIRO, 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, Xcode, React JS, Angular JS, Mongo DB.

**PROFESSIONAL EXPERIENCE**

**Product UX Manager (Consultant)** · **JPDESIGN Interactive**, Los Angeles, CA · 04/2023 – Present

* **Simplified Complex Systems:** Elevated user engagement by 20% for cybersecurity SaaS apps, as measured by feedback, by crafting accessible, intuitive interfaces with Figma, aligning with a mission for intuitive user experiences.
* **Agile Development Leadership:** Spearheaded rapid MVP development, enhancing market responsiveness through agile practices, reflecting a dynamic project execution style.
* **Design Mentorship:** Cultivated a culture of empathy and innovation, guiding the team towards cutting-edge, user-centric solutions, mirroring emphasis on creativity and user focus.

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

* **User Experience Optimization:** Boost consulting management digital platform user satisfaction by 15% through scalable designs in Figma, paralleling commitment to high-quality digital experiences.
* **Efficiency in Agile Environments:** Optimized design workflows, ensuring ADA/WCAG 2.0 compliance and fostering inclusive design, essential for diverse audiences.

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

* **Media Platform UX Revolution:** Overhauled Apple TV+ UX, reducing production times by enhancing teamwork and a user-first strategy, akin to focus on quality and character in design.
* **UX Quality Leadership:** Raised UX standards by mentoring in innovative design strategies, promoting a culture of excellence, reflective of storytelling legacy.

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

* **HRO Platform Redesign:** Achieved a 30% uplift in user satisfaction for the HRO platform by employing agile and user-centric strategies, akin to the approach to enhancing guest experiences.

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

* **Innovative Project Delivery:** Expedited NFT and Crypto platform delivery by integrating design thinking, significantly enhancing user experiences, and resonating with innovation ethos.

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

* **Financial UX Improvement:** Reduced user complaints by 20% through user insight integration, enhancing accessibility, and echoing focus on user satisfaction and compliance.

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

* **Cybersecurity UX Advancement:** Led a 25% increase in user engagement and a 14% ROI boost through optimized UX strategies in Figma, showcasing engagement and efficiency.

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

* **Entertainment Blockchain & Crypto Design Solutions:** Improved user experience for blockchain and cryptocurrency projects through strategic design, aligning with emphasis on innovative solutions.

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

* **Insurance and Automotive Digital Product Engagement Doubling:** Enhanced user interaction for digital products, reducing drop-offs by 20% with targeted design strategies, paralleling engaging digital experiences.

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

* **Stock Trading Educational Platform Design Enhancement:** Contributed to a 4% revenue boost through UX improvements, aligning with the aim for impactful and educational digital platforms.

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

* **Real Estate Web Conversion & Traffic Growth:** Spearheaded significant web traffic and conversion rate increases through strategic design, establishing benchmarks that align with digital excellence goals.

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

* **Interactive Media and Marketing Revenue & Conversion Rate Improvement:** Improved customer satisfaction and interaction, resulting in a 32% revenue increase and 120% conversion rate boost through user-centric design strategies, akin to focusing on delivering exceptional guest experiences.

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

* **Commercial Real Estate Investment Management Global CMS Website Leadership:** Directed development of global CMS website projects, enhancing online presence and marketing reach by 25% with innovative design strategies and leadership, mirroring the aim for widespread engagement and innovative digital presence.

**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

**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

**EDUCATION**

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