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

**Senior Manager, Product UX Design** [Linkedin Profile](http://www.linkedin.com/in/john-p-56353146) [johnpak2015@gmail.com](johnpak2015%40gmail.com)

**SUMMARY**

Experienced Senior Manager, Product UX Design with extensive UX leadership and mentoring expertise, specializing in AI/ML/NLP-driven innovations for SaaS products. Proven ability to lead cross-functional teams using agile methodologies to deliver impactful user experiences and drive product success.

**SKILLS**

UX design, product design, AI/ML/NLP, leadership, mentoring, agile methodologies, SaaS products, user-centered design, iterative prototyping, Figma, user feedback, team collaboration, UI/UX optimization, accessibility, design thinking, product strategy, design systems, human-centered design, project management, stakeholder communication.

**TOOLS**

Figma, Sketch, Adobe XD, InVision, Miro, Jira, Confluence, Axure, ProtoPie, Zeplin, HTML5, CSS3, JavaScript, WebAIM, Axure RP, Balsamiq, Principle, Marvel.

**PROFESSIONAL EXPERIENCE**

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

• **Managing UX Team in Agile Development**: Leading MVP launches for Cybersecurity and HR, enhancing the usability of Media/Entertainment products. Leveraged agile methodologies for effective, adaptable team collaboration.

• **Optimizing Complex UX Systems**: Increased engagement for cybersecurity apps by developing intuitive Figma interfaces, and prioritizing accessible, user-centered design to enhance user experience.

• **Mentoring High-Performing UX Teams**: Strengthened team creativity and innovation through workshops and tech integration, fostering empathetic design and a culture of continuous improvement in design quality.

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

• **Redesigned** the UX for a cloud-based platform, resulting in a 15% **increase in user satisfaction**, by orchestrating a **scalable, user-centric overhaul**.

• **Streamlined** finance management project delivery, as shown by improved timelines, by implementing **lean UX** within an agile framework.

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

• **Optimized** production timelines for Apple TV+ UX, as driven by effective collaboration, by conducting **strategic workshops** influencing product direction.

• **Mentored** designers in delivering innovative experiences, as evidenced by enhanced standards, by organizing **hands-on workshops**.

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

• **Achieved** a 30% increase in user adoption for HR platforms, as measured by user feedback, by implementing **AI-driven strategies** and **user-centric designs**.

• **Refined** UX strategies, as demonstrated by measurable improvements, by leveraging **user insights and analytics**.

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

• **Accelerated** delivery of an NFT marketplace, as shown by project schedules, by integrating **design thinking initiatives** and iterative development using **Figma**.

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

• **Reduced** user complaints by 20%, as measured by feedback, by ensuring **accessibility standards** and integrating user insights.

• **Increased** client retention by 15%, as shown by improved UX, by employing **high-fidelity mockups**.

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

• **Elevated** user engagement by 25%, as measured by analytics, by optimizing **cybersecurity products** through enhanced user interaction.

• **Optimized** design processes, resulting in a 20% improvement in efficiency, by utilizing **Figma** and rapid prototyping.

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

• **Improved** blockchain project outcomes, as evidenced by user satisfaction, by implementing **user-centered methodologies** and leveraging **prototyping tools**.

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

• **Doubled** user engagement and reduced drop-offs by 20%, as achieved through **human-centered design** for digital products.

• **Enhanced** user satisfaction, as evidenced by analytics, by crafting **intuitive interfaces** using **Figma**.

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

• **Contributed** to a 4% revenue increase, as measured by user satisfaction, by improving user flows and interactions using **Sketch**.

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

• **Increased** web traffic and conversions, as demonstrated by analytics, by **enhancing digital marketing strategies** and employing user testing in **Sketch**.

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

• **Elevated** revenue by 32%, as measured by customer engagement, by applying **user-centric strategies** in designing intuitive interfaces.

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

• **Boosted** online marketing effectiveness as measured by increased engagement, by leading **global website redesigns** using **prototyping tools**.

**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