



JOHN SUN

User Experience Designer

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San Francisco, California

EXPERIENCE

IBM Cloud, Data & AI

Emeryville, CA | May 2018 - Present

User Experience Designer

- Partner with product managers, engineers, and customers to design and ship various enterprise SaaS offerings for the cloud market.
- Contribute to the delivery of products and features through wireframing and prototyping, while also serving as lead visual designer for an analytics application.
- Support design research efforts by writing protocols for usability tests and conducting user interviews.
- Serve as lead facilitator for training courses on design tools and design thinking exercises for the purpose of knowledge sharing, collaborative ideation, and fostering cooperative relationships across various teams.

IBM Hybrid Cloud

Emeryville, CA | June 2017 - May 2018

User Experience Intern

- Designed workflows and user interface for enterprise file transfer software.
- Assisted in various stages of the research process, from interviews to user journey maps.
- Worked with developers to discuss information architecture concepts for feedback.
- Presented findings from competitive analysis, heuristic evaluations, and use cases to managers, through story-based presentations.

Think DT

San Francisco, CA | March 2017 - June 2017

Contract Visual Designer

- Designed client-specific icons for user interface.
- Collaborated with clients and engineers regarding project requirements, which resulted in the design of the user interface.

Marin County Free Library

San Rafael, CA | February 2015 - February 2017

Library Technical Assistant

- Designed on-boarding and user training guide for county-wide library software.
- Input new materials in database system for patron and branch access.
- Designed large scale informational visuals detailing department responsibilities for annual company-wide event.

VOLUNTEER WORK

YMCA

San Francisco, CA | August 2014 - August 2015

Program Leader

- Designed enrichment activities for after-school program
- Provided supervision and tutoring for children ages 10-14.

SKILLS

Design Research, Digital Prototyping, Physical Prototyping, Storyboarding, Systems Design, UX Design, User Journey Mapping, Visual Design, and Wireframing

SOFTWARE

Sketch, Illustrator, Photoshop, After Effects, Premiere, InVision, InDesign, JIRA, Trello, and Zeplin

AWARDS

IBM Manager's Choice Award

Demonstrating flexibility and drive to take on a wide range of new design challenges.

IBM Manager's Choice Award

Awarded for designing and facilitating a graphics application tutorial with the technical writing team.

IBM RockIT Award

Best Newcomer

All-College Honors Scholarship

Awarded for outstanding student achievement.

Marjorie Benedict Memorial Scholarship

Selected by faculty for "superior accomplishments and talent of student."

EDUCATION

California College of the Arts

San Francisco, CA | B.A. Interaction Design
Graduated with honors

San Francisco State University

San Francisco, CA | B.S. Corporate Finance
Graduated