

# Sky (Haneul) Song

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## EDUCATION

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### Master of Information Systems Management

Brigham Young University - Marriott School of Business

Provo, UT

Apr 2026

- GPA 3.93 / 4.00
- **Coursework:** User Experience Design, Digital Product Management, Project Management & System Design
- **Activities:** Marketing Lead, Korean Business Student Association (KBSA) (2022-2024)

## EXPERIENCE

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### UX/UI Designer

Brigham Young University | *Scripture Citation Index Project*

Provo, UT

Sep 2025 - Present

- Redesigned the search and study experience for a scripture citation platform, enabling users to explore interconnected passages, interpretations, and topic-based references across texts
- Reduced average search task completion time from 20s to 10s through moderated usability testing (n=5) by redesigning query structure, result hierarchy, and content density
- Conducted semi-structured user interviews across novice and advanced users, synthesizing findings into key UX themes that informed navigation, search patterns, and study-flow design decisions
- Translated designs into a React-based front end, collaborating with a backend engineer to ensure design fidelity and implement reusable, responsive components

### Identity & Access Management Intern

The Church of Jesus Christ of Latter-day Saints

Riverton, UT

Apr 2025 - Aug 2025

- Resolved an average of 80 access-related tickets per month across diverse user environments, maintaining a 100% resolution rate over four months
- Supported users through 1:1 troubleshooting of access denied issues, improving clarity and confidence in authentication and authorization workflows
- Coordinated QA for a new sign-in widget, using Applitools to validate UI consistency and partnering with developers to address MFA and SSO configuration issues

## PROJECTS

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### UX/UI Design Lead

TrackFood

UX/UI Project

Sep 2025 - Dec 2025

- Designed a mobile concept to help users reduce food waste by tracking groceries, expiration dates, and AI-generated meal suggestions
- Synthesized insights from 9 user interviews to prioritize three core features: receipt scanning, AI-powered recipe recommendations, and expiration alerts
- Ran usability testing on core flows (n=4) and achieved a 98% task success rate after two design iterations on primary user journeys
- Improved usability and data accuracy by introducing an “Expiring Soon” recipe action and a scan review/edit step before saving, increasing user trust in AI-generated results

## SKILLS AND CERTIFICATIONS

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- **Tools:** Figma, Adobe Photoshop, Illustrator, XD, HTML/CSS, JavaScript, React, GitHub, AWS
- **UX Methods & Deliverables:** Design Systems, User Flows, Wireframing, High-Fidelity Prototyping, Usability Testing, User Interviews, Information Architecture, A/B Testing
- **UX/UI Portfolio:** <https://skysonguxdesign.com>
- **Certification:** AWS Cloud Practitioner (Expected Jul 2027), FinOps Certified Practitioner (Expected Feb 2027)