

Eric Cho

UX/UI Designer

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Professional Experience

Associate UI Designer

CentralSquare Technologies • June 2021 - February 2024

Supported an enterprise-level SaaS application as the primary UI designer and consulted on other products in the company's portfolio:

- Collaborated with multiple product and development teams on projects with **375,000** unique users across more than **8000** public sector agencies
- Contributed to the management of the company's design systems with **4** other UI designers and provided support to **32** different products
- Spearheaded the conversion of **60%** of the user interface for the records management application to the updated standards of the design system; reduced rate of UI issues by **40%**
- Performed ADA evaluations based on WCAG 2.0 accessibility standards and provided design recommendations to development teams
- Planned and coordinated with research team in user research efforts, engaging with over **100** users, in-person and online; improved primary user flows of the respective product by **35%**
- Led **100%** of the high-fidelity design efforts for desktop/large form factor and mobile/small form factor for the largest records management software

UX/UI Designer

Freelance • October 2020 - May 2021

- In this role, created web applications through user-centered end-to-end design and testing for **2** clients
- Delivered **100%** of the high-quality, detailed visual assets and designed UI in short time-frames with iterative research methods

UX Design Immersive

General Assembly • July 2020 - October 2020

- Created and presented **5** design projects within a **12-week** timeframe, utilizing current UX methodologies and tools
- Collaborated with **3** unique teams and supported in different roles (project lead, researcher, UX design, UI design, etc.)

Industry Skills

UX design
UI design
Visual design
Rapid prototyping
User experience research
Wireframing
Information architecture
Mobile design
Product design
Design system
Accessibility compliance (WCAG 2.0)

Tools/Technologies

Figma
Sketch
Azure DevOps
AirTable
Microsoft Suite
Confluence

Education

General Assembly, Remote
Certificate of Completion
JULY 2020 - OCTOBER 2020

Baylor University, Waco, TX
BA in Psychology
AUGUST 2009 - AUGUST 2013