

KAYLA KWAN UX DESIGNER

CONTACT

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 Fullerton, CA

SKILLS

 Critical Thinking

 Time Management

 Project Planning

 Communication

 Figma Design

 Google Suite

 User Research

 Documentation

EDUCATION

GENERAL ASSEMBLY

User Experience Design Immersive
SEPTEMBER 2023

UNIVERSITY OF SOUTHERN CALIFORNIA (USC)

Doctor of Occupational Therapy (OTD)
AUGUST 2016

Master of Arts in OT (M.A.)
AUGUST 2015

Bachelor of Science (B.S.)
MAY 2014

CERTIFICATIONS

GOOGLE via COURSERA

Google Data Analytics Certificate
APRIL 2022

UDEMY

Microsoft Excel Course
FEBRUARY 2022

PERSONAL ATTRIBUTES

Leader Compassionate Organized Efficient Hard-Working Creative Punctual

UX EXPERIENCE

PAYMON CLIENT PROJECT

July - September 2023

Communication Lead / UX Designer

- Collaborated with a team on an international Fintech mobile app (POS system) to include features that help students in Ecuador learn how to be more financially responsible
- Redesigned the student dashboard due to users having difficulty interpreting the graphs due to absent signifiers resulting in a lack of clarity
- Improved user experience and satisfied clients by meeting long-term business goals to empower students in Ecuador with financial knowledge through everyday tasks

SHAZAM REDESIGN

July 2023

Project Planning Lead / UX Designer

- Led a UX team in a design sprint to conceptually redesign Shazam music recognition mobile app to promote increased user engagement
- Identified problem that users were spending average of 30 seconds on the app before leaving to their streaming platforms
- Added improved two-way connectivity to playlists feature for easier categorization to streaming platforms
- Fostered increased user connection through social community feature

COMWORKS REDESIGN

June - July 2023

UX Research / UX Designer

- Created a high-fidelity prototype in Figma to upgrade the navigation and UI elements of a gaming center website
- Discovered that users were unable to identify business features or offerings due to poor information architecture and broken search bar function
- Implemented a computer reservation system based on user research to meet needs of company's clientele of social and competitive gamers

MINI HACKATHON

September 2023

UX Design Lead / UX Designer

- Collaborated with multi-disciplinary team in 3-day hackathon on theme of Accessibility
- Found staggering statistic that 9/10 hearing impaired children are born to hearing parents and 70% of those parents never learn American Sign Language (ASL)
- Created website game to allow for families to play and include their hearing impaired child
- Communicated with developer team regarding technical constraints and adjusted design to meet developers' needs
- Delivered a high-fidelity prototype in Figma meeting Web Content Accessibility Guidelines

PROFESSIONAL EXPERIENCE

SOUTH COAST THERAPY, INC.

August 2015 - July 2022

Pediatric Occupational Therapist / Project Coordinator

Project 1: KAISER / EASTER SEALS LIAISON

Collaborated with the KP/ES Director of Clinical Standards to develop documentation protocols for initial evaluations, progress reports, and discharge reports.

Project 2: TELEHEALTH IMPLEMENTATION

Designed and implemented telehealth services to expand customer reach during the COVID-19 pandemic. Trained 30+ therapists across PT, OT, and Speech disciplines.

Project 3: OT PILOT AT THE CENTER FOR AUTISM

Led a multi-disciplinary team of 5 therapists to pioneer therapy services at the Center for Autism and Neurodevelopmental Disorders, with a special emphasis on parent and sibling involvement.

Project 4: EMR IMPLEMENTATION (PRACTICE PRO)

Led a high-impact transition from paper documentation to Practice Pro, an therapy-specialized EMR. Created customizations to improve therapist usage and productivity.

CORE JOB RESPONSIBILITIES

As one of SCT's senior therapists, I trained multiple new hires and interns. I supervised Certified OT Assistants and managed 40 patient caseloads per week.