

Daniel Cheon

JYDanielCheon@gmail.com

+82 010-3573-0184 (Cell, Rep. of Korea)

DanielCheon.com (Portfolio)

Experience

UX Researcher

GE Transportation

Aug. 2018 ~ Jul 2019 | Chicago, IL

Lead initiative to solidify and standardize team's research-driven design practice. Developed framework to convert service portfolio to platform. Conducted research and advised on accessibility standards and regulatory compliance. Assisted in co-development of new design system.

Service Designer

SCAD Collaborative Learning Center

in partnership with Lowe's Customer Experience

Mar. 2017 ~ May. 2017 | Savannah, GA

Developed concepts creating DIY-skill learning events for customers. Conducted primary research with new target customer archetypes and developed event blueprints. Delivered comprehensive service prototype, detailing execution specs and pilot results.

Social Service Agent

Rep. of Korea Ministry of Health & Welfare

Sep. 2015 ~ Jan. 2016 | Gwacheon City, South Korea

Completed national service duties in a municipal disability rehabilitation center upon completion of basic infantry training. Assisted in day-to-day operations in programs such as mobility assistance, subsidized lunch delivery, and disability advocacy.

Education

B.F.A. Service Design

Savannah College of Art & Design (SCAD)

May. 2018 | Savannah, GA

Achievements

Biomimicry Basics Certification

Biomimicry 3.8

May. 2015

Finalist

2015 Ocean Exchange "Big Pitch" Competition

Oct. 2015

Skills

Design Practice

- Service blueprinting & systems visualization
- Experience and journey mapping
- Workshop development and facilitation
- Service strategy, concept, and offering development
- Service platform strategy

Design Research

- Market scoping & analysis
- Participant-observer study
- Contextual inquiry
- In-depth interview
- Analysis & insight extrapolation
- Ethnographic coding

Prototyping

- Wireframing
- Interactive prototype
- Scenario video sketch
- Service theatre

Multimedia

- Events & portrait photography
- Videography & editing

Software Fluency

- Sketch
- Principle
- Photoshop & Lightroom
- Illustrator
- InDesign
- Premiere & After Effects
- Final Cut Pro X

Languages

- English
- Korean
- Elementary Mandarin Chinese