





Sophia Shin.

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EDUCATION

Maryland Institute College of Art (MICA)
M.P.S User Experience Design
GPA: 3.7

University of Maryland, Baltimore County
B.S. Information Systems
GPA: 3.4 *Cum Laude*

Certificate
eCornell
Data Visualization in Tableau

SKILLS

UX Skills:
User Research, Wireframing, Prototyping, Interaction Design, Usability Testing, Design Thinking

Tools:
Figma, FigJam, Adobe XD, Miro, HTML, CSS, MySQL, Tableau

Soft Skills:
Communication, Problem Solving, Attention to Detail, Project Management

Languages:
English, Korean

PROJECTS

Portfolio available at www.sophiashins.com

EXPERIENCE

FREELANCE UX/UI DESIGNER *May 2023 - Present*
Remote

- Design and prototype responsive websites and mobile apps tailored to client goals, increasing engagement and usability.
- Conduct user research and usability testing to inform design decisions.
- Collaborate with developers and cross-functional teams to bring user-centered solutions to life.
- Delivered a restaurant website that launched in October 2024.

PERSONAL BANKER *July 2023 - May 2024*
PNC Bank, Elkridge, MD

- Built client relationships and identified customer needs to recommend tailored financial solutions.
- Strengthened team collaboration to meet branch goals, enhancing client satisfaction.
- Applied empathy and listening skills key to effective user research and UX practice.

LEAD TELLER *October 2022 - July 2023*
PNC Bank, Greenbelt, MD

- Trained and supported teller team, ensuring compliance and smooth operations.
- Resolved customer concerns through empathetic service - critical soft skills in user-centered design.

SECTION COORDINATOR / MANAGER *July 2019 - October 2022*
Beauty 4U, Temple Hills, MD

- Led and motivated sales staff, implemented sales strategies, and drove team performance.
- Translated business and customer needs into actionable strategies, mirroring design-thinking practices.