

June Jung

Senior User Experience Designer (Senior Experience Consultant) | Vancouver, BC

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PROFESSIONAL SUMMARY

Specializing in end-to-end enterprise UX – from executive-level Solution Discovery to production-ready prototypes. At Salesforce, I partner with Architects and Design Directors to transform complex, multi-stakeholder requirements into unified, scalable digital ecosystems that align with global business roadmaps and AI-driven platform strategies. A "Designer who builds" – I bring a deep foundation in HTML5, CSS3, and Vanilla JS alongside AI-assisted development to ensure every design vision is technically feasible, performance-optimized, and built to last.

CORE EXPERTISE

Experience Strategy: Solution Discovery, Stakeholder Orchestration, Workshop Facilitation, Service Design, Research Synthesis (JTBD, Journey Mapping), AI Experience Strategy, Salesforce Ecosystem (Agentforce, Sales/Service/Experience Cloud, FSC)

Product Design: Enterprise Design Systems (Figma), Atomic Design, Data Visualization (Geospatial/Dashboards), User Flow Logic, Accessibility (WCAG), Interactive Prototyping, Technical Specification & Documentation

Technical Production: AI-Assisted Development (Claude/Prompt Engineering), HTML5/CSS3 (Flexbox/Grid), Vanilla JS (ES6+), LWC Technical Alignment, Performance Optimization

PROFESSIONAL EXPERIENCE

Salesforce | Senior Experience Consultant | 2022 – Present

- **Industrial Asset Portal (Global Industrial Technology Leader):** Partnered with the UX Architect to bridge engineering data with field operations – co-facilitating 22+ workshops to synthesize findings into an End-to-End Journey Map and architecting a scalable Design System that reconciled 500+ custom-built brand components with Salesforce Lightning constraints. Drove 100% technical feasibility through daily collaboration with Accenture and Solution Architects, contributing to a 25% reduction in asset downtime, a 70% increase in worker productivity across 700+ field service employees, and a 7% increase in service revenue.
- **Fortune 500 Fintech (Financial Services):** Partnered with the Design Director and Solution Architects on the FY26 "Solution Discovery" phase – contributing to the transition of 19,000+ branches to an 80% OOTB-first, "Single Pane of Glass" architecture. Contributed to the integration of Financial Services Cloud with proprietary tools to enable a "Planning-Led" advisor model and contributed to the systemic design of AI-driven 'Next Best Action' prompts across 8M+ client profiles.
- **Proven Across Industries:** Delivered UX strategy and research synthesis for 8+ additional enterprise engagements spanning Retail, Manufacturing, and Public Sector – consistently producing pixel-perfect, clickable prototypes that served as the "Technical North Star" for stakeholder alignment and development handoff.

Traction on Demand (Bettr.me) | Founding Product Designer & Frontend Developer | 2021 – 2022

- **End-to-End Product Ownership:** Operated as the sole design authority within a cross-functional squad of 7 – architecting an employee wellness ecosystem spanning mobile apps, geospatial sentiment dashboards, and gamified activity heatmaps.
- **Full-Stack Execution:** Led visual brand strategy and hand-coded the production marketing engine in HTML, CSS, and Vanilla JS – delivering 100% design-to-code fidelity and optimized browser performance across the full platform.

Additional Experiences

- **UX/UI Designer (Contract):** Designed responsive CRM interfaces (Autolyze) and global tablet ecosystems (Pebble Gear).
- **Frontend Developer (Volunteer):** Built React.js search and authentication functionality for the AssistList platform.

CERTIFICATIONS & EDUCATION

- **Salesforce Certified:** User Experience Designer, Strategy Designer, Administrator, AI (Legend, Specialist, Associate)
- **AI & UX:** Conversational Design Institute (Conversation Designer CxD 1 & 2)
- **Education:** Post-Degree Diploma in Web and Mobile App Design and Development (Langara College), B.A. in Apparel Design (Konkuk University, South Korea)