

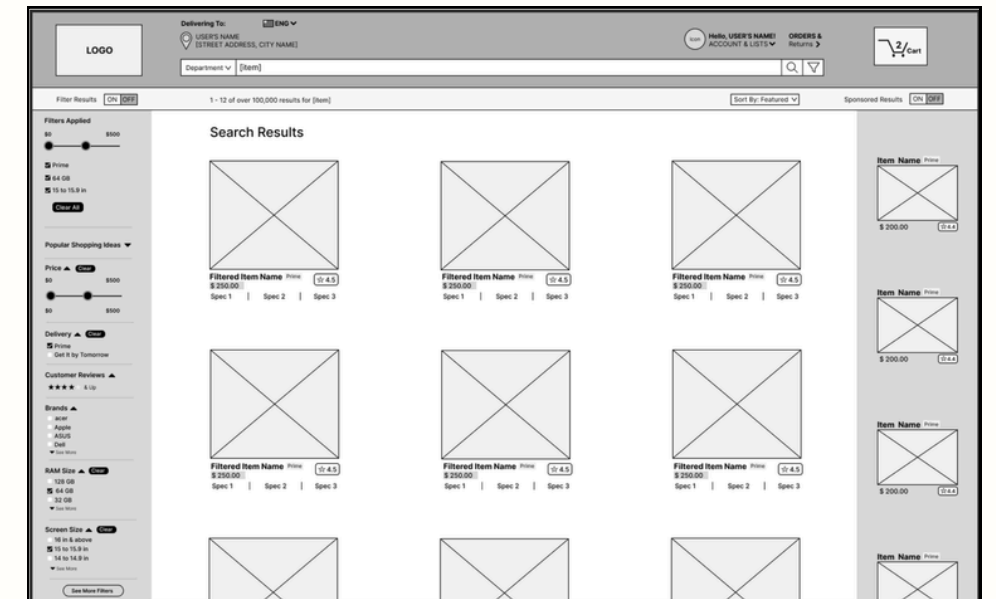
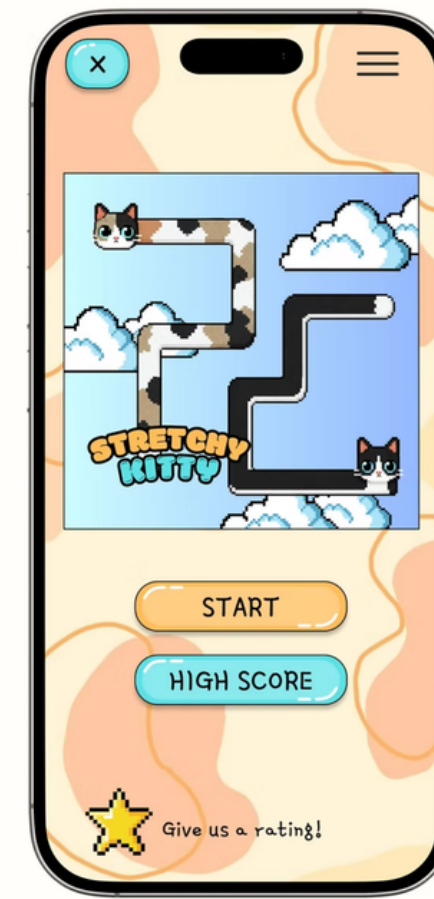
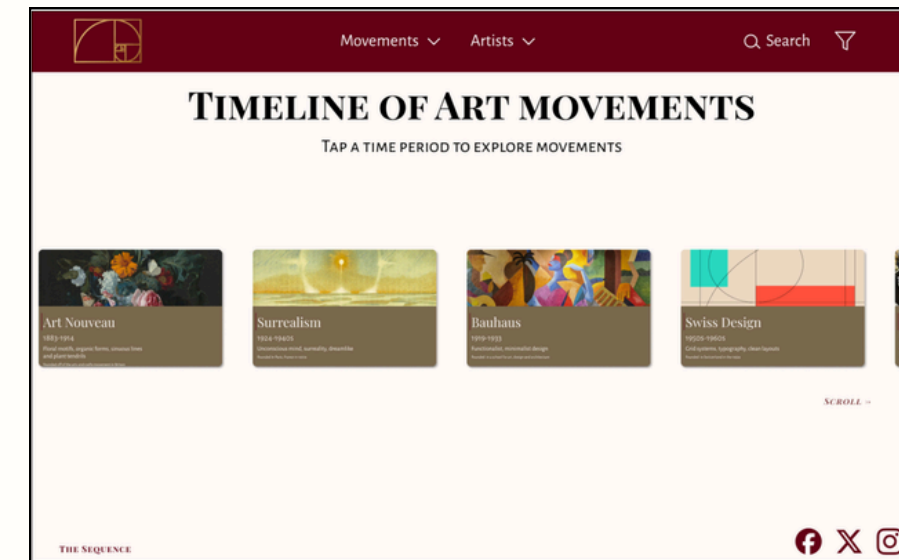
Courtney Jung

UX & Product Design Portfolio

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Selected Work | 2026



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Currently in Development

Case Study 01

UX Research & High-Fidelity Prototype

Interactive Design History Timeline

Team: Genaro Andrade Rivera (UXD), Jeffery Dambrosio (UXD), **Courtney Jung (UXD, UXR)**, Britt Sales (UXD, UXR), Amanda Torres (UXD)

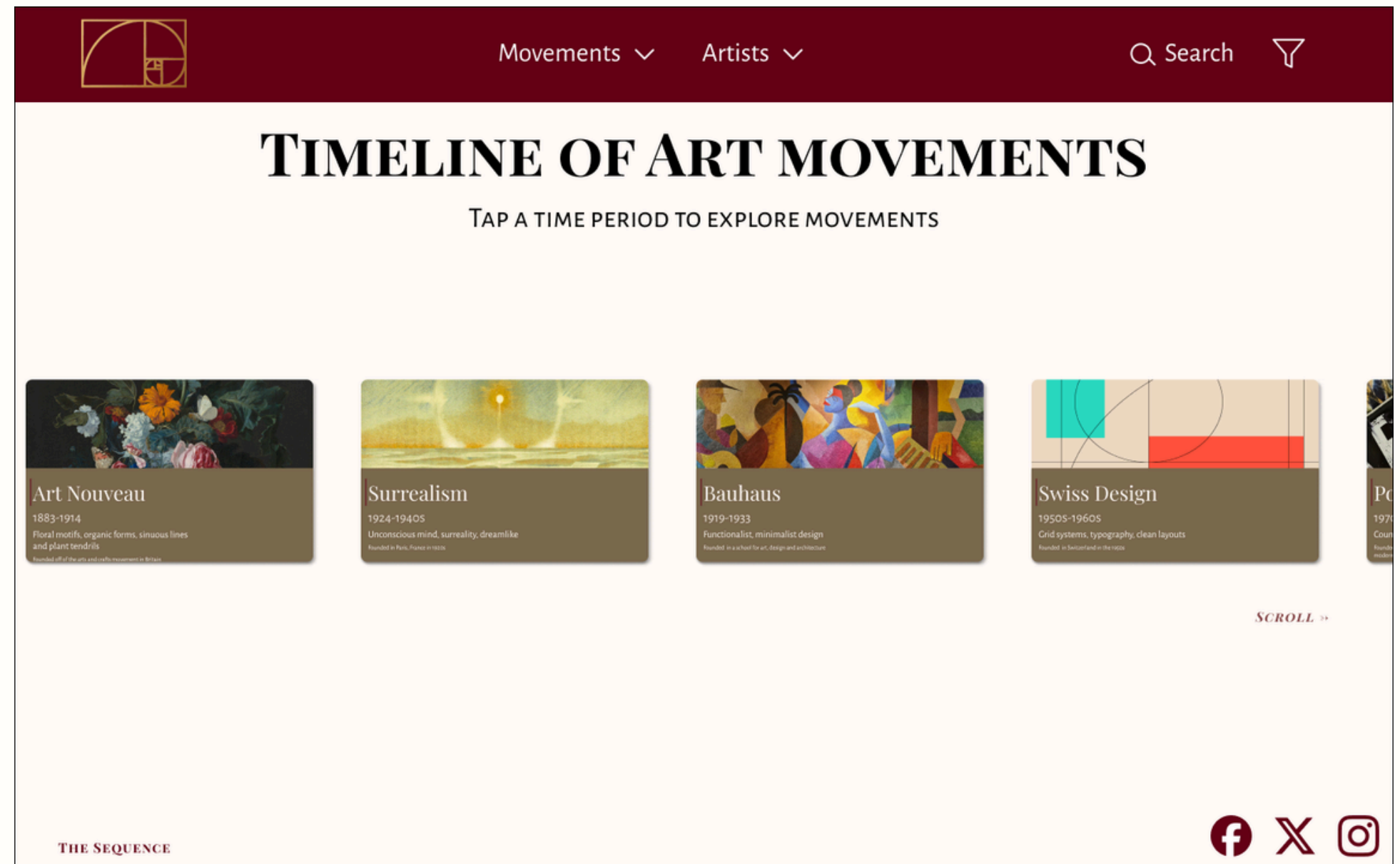


What is the Timeline?

It is an educational web experience that helps users explore major design movements, artists, and artworks through an interactive, museum-inspired interface.

Users can browse historical movements, discover influential artists, view artwork collections, and learn about the cultural context behind each movement.

The experience combines timeline navigation, search, filtering, artist profiles, and artwork galleries to create an engaging learning environment.





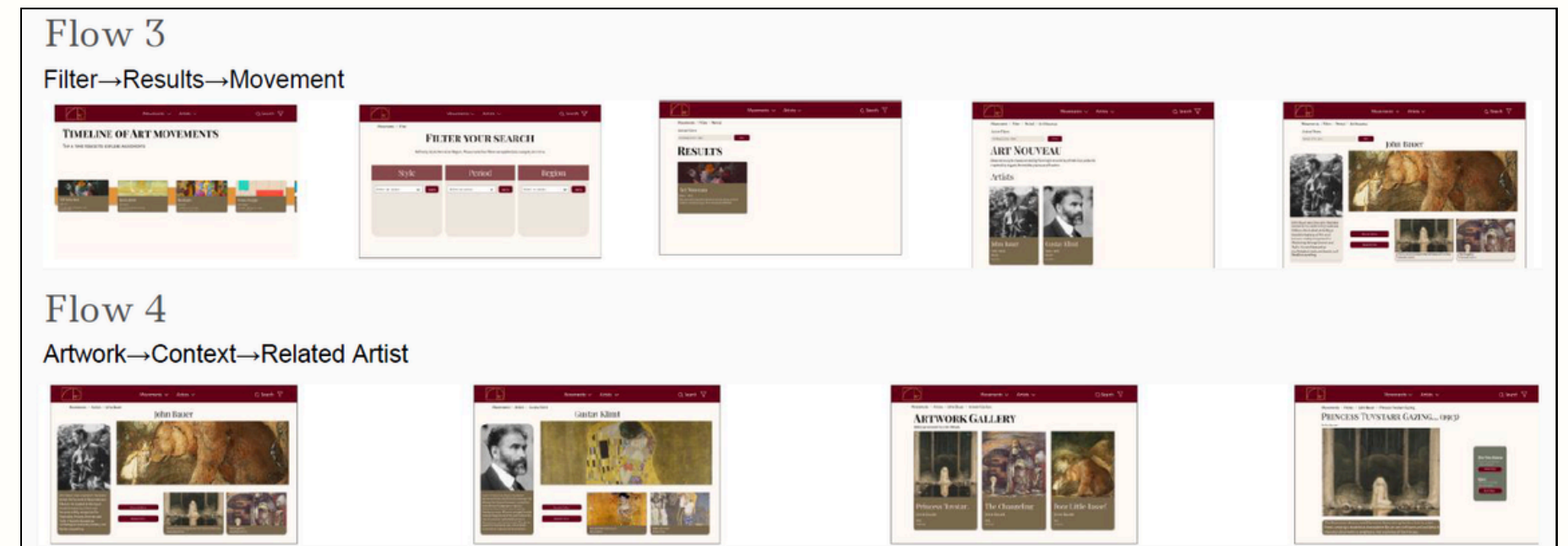
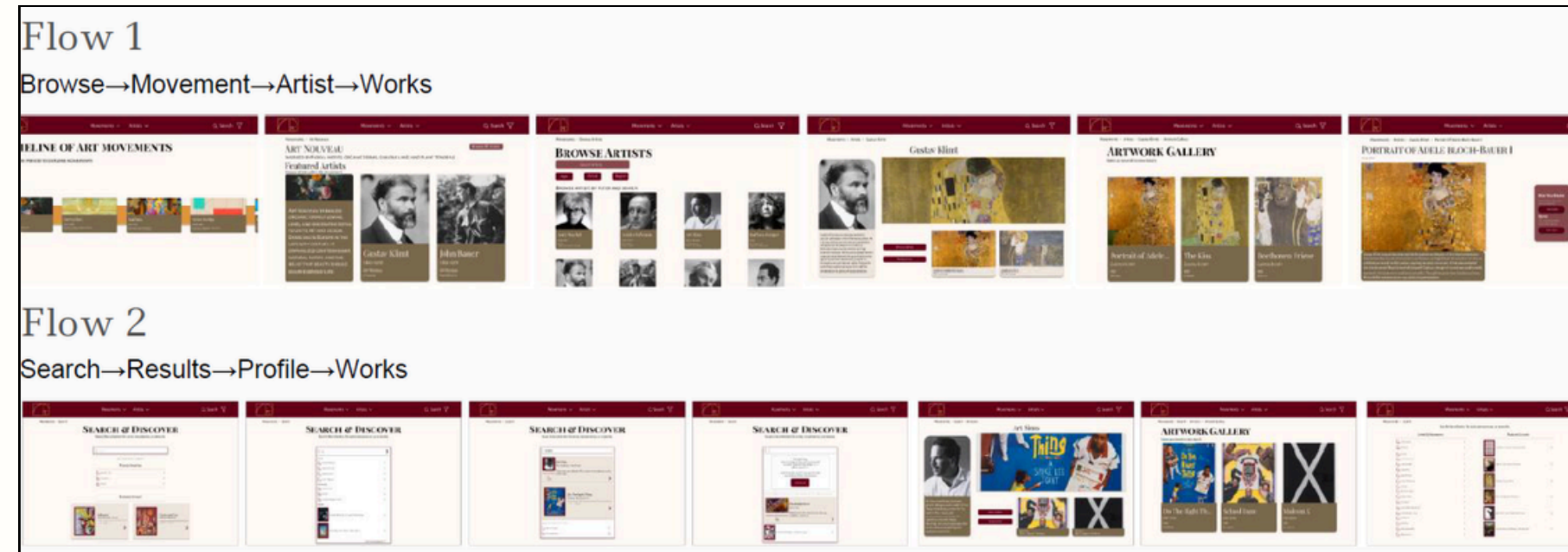
Project Overview

Product: Interactive Design History Timeline Web and Phone application

My Role: UX Designer & UX Researcher

Timeline: 8 weeks

Designed an interactive educational platform that enables users to explore twentieth-century design history through movements, artists, and artwork collections. The project focused on balancing educational content with intuitive navigation while creating a museum-like digital experience.





Design Challenges & Goals

Challenges

How might we create an engaging educational experience that allows users to easily discover, navigate, and learn about design history while giving users a museum-like viewing experience?

Design Goals

- Support exploration of design movements and artists
- Create intuitive navigation pathways
- Present educational content in an engaging format
- Maintain a cohesive museum-inspired visual identity

			
Competitive Analysis	Information Architecture	User Flow Design	Usability Testing
Evaluate existing museum, gallery, and educational history websites.	Develop a scalable site map and content hierarchy.	Map key user journeys through movements, artists, and artworks.	Evaluate navigation, search, filtering, and content discovery.

Next Step: High-Fidelity Prototyping & Iteration



Research Findings

Search Functionality Created the Most Friction

Users expected to type freely into the search field and became frustrated when search behavior did not match expectations. Several participants struggled to locate artists through search.

Navigation Hierarchy Was Not Immediately Clear

Participants showed confusion between movements, artists, and timeline navigation, often relying on trial-and-error exploration before reaching their destination.

Timeline Interactions Needed Stronger Cues

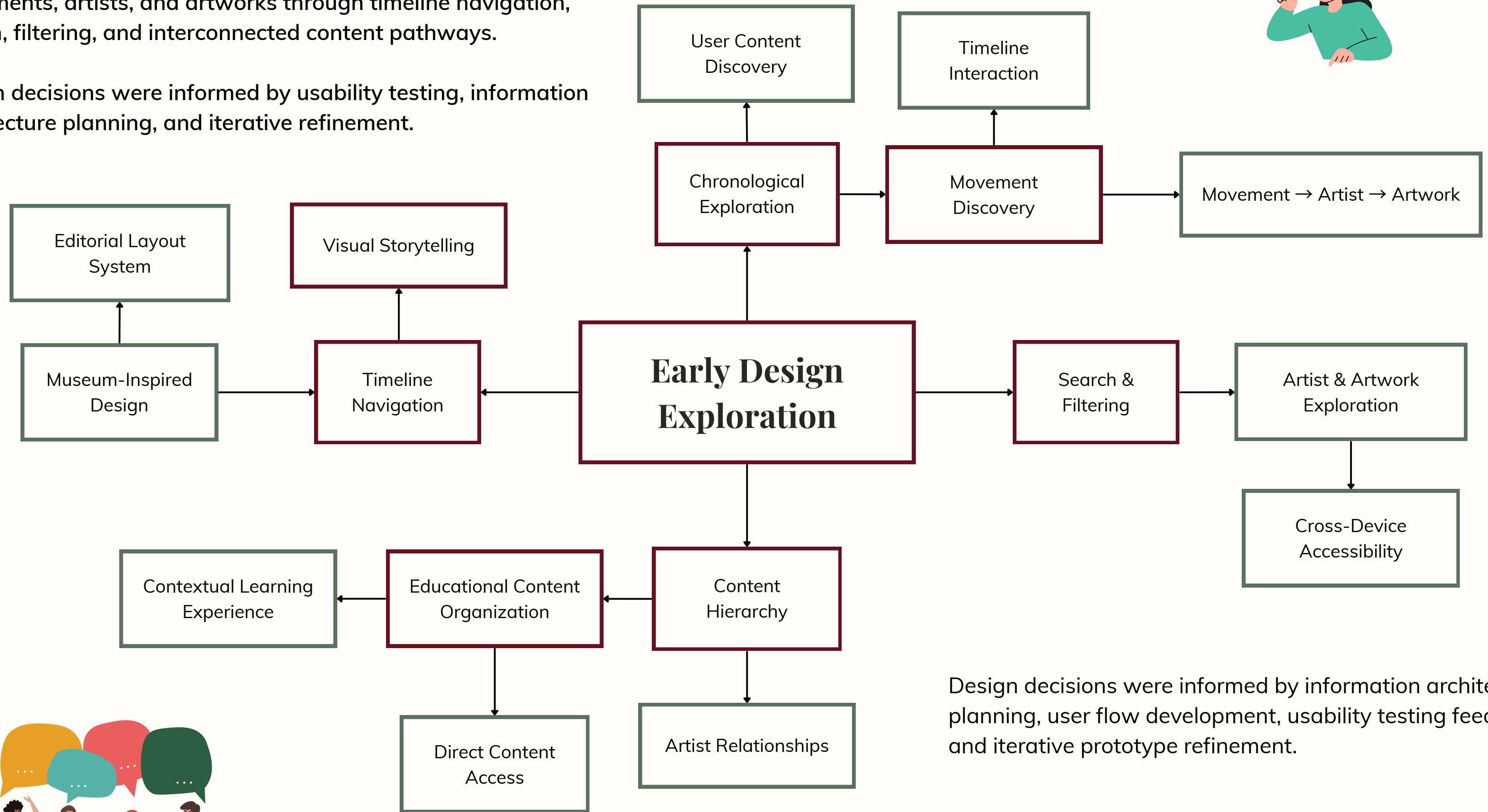
Some users did not immediately recognize that the timeline could be scrolled horizontally, resulting in hesitation during navigation tasks.

Visual Elements Improved Engagement

Users frequently relied on images and visual content when navigating and responded positively to artwork displays, visual feedback, and interactive elements..

Early concepts focused on helping users discover design movements, artists, and artworks through timeline navigation, search, filtering, and interconnected content pathways.

Design decisions were informed by usability testing, information architecture planning, and iterative refinement.



Design decisions were informed by information architecture planning, user flow development, usability testing feedback, and iterative prototype refinement.





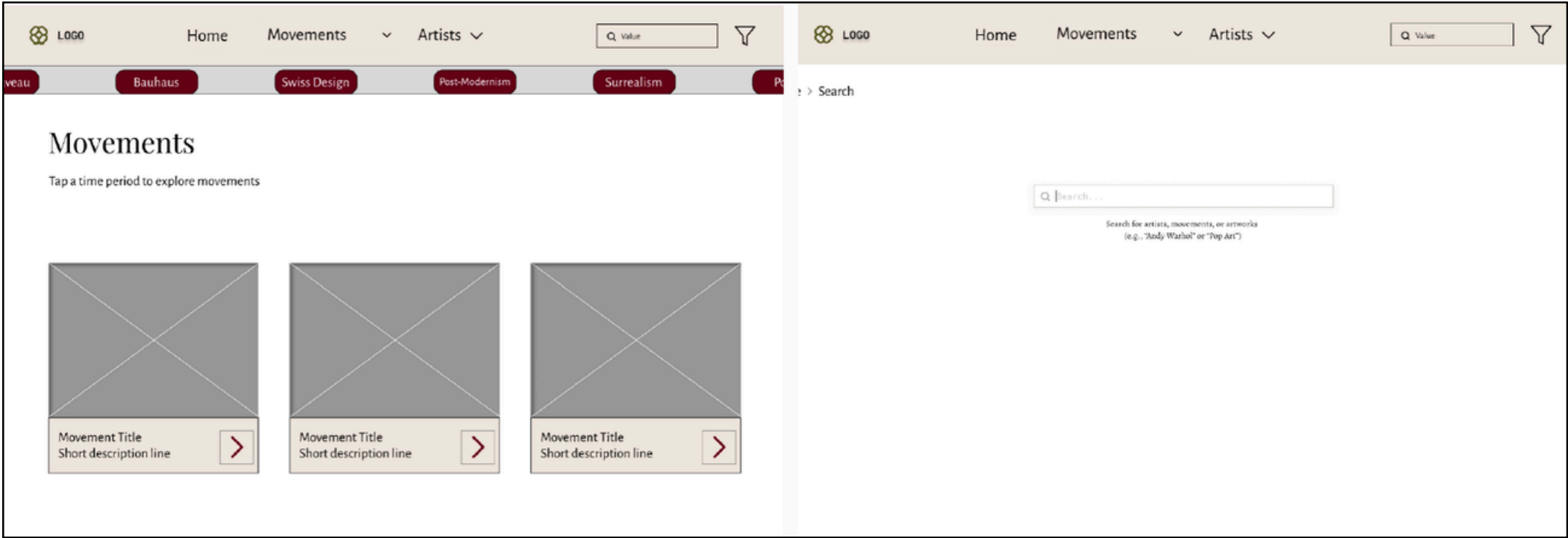
Target Users

Primary User Groups

- Museum Visitors
- Design Enthusiasts
- Design Students
- Creative Professionals

Key User Patterns: Participants consistently relied on visual content, navigation menus, and artwork imagery to explore information. Users were successful in completing most tasks but frequently hesitated when using search, filters, and navigation structures.

User Testing Round 1

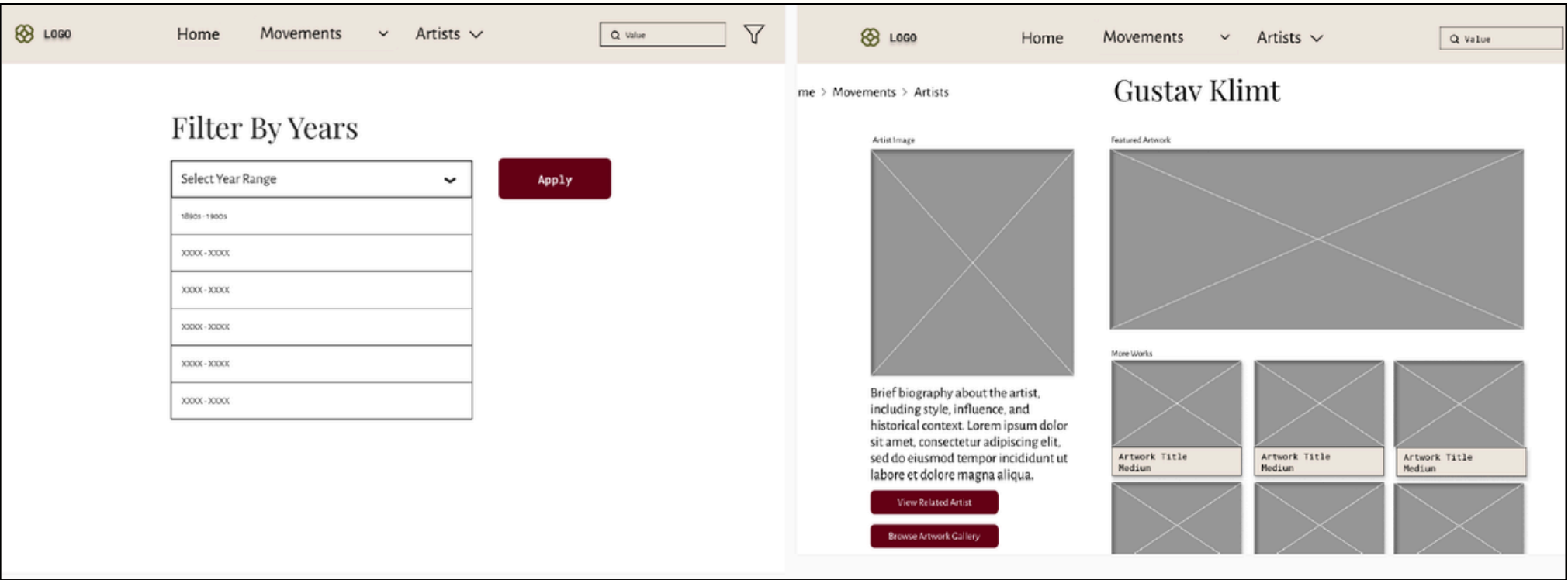
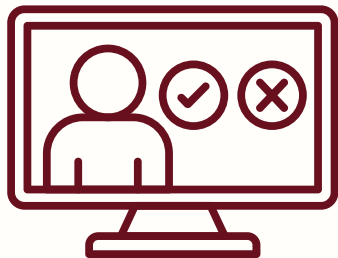


Navigation caused the most consistent issues.

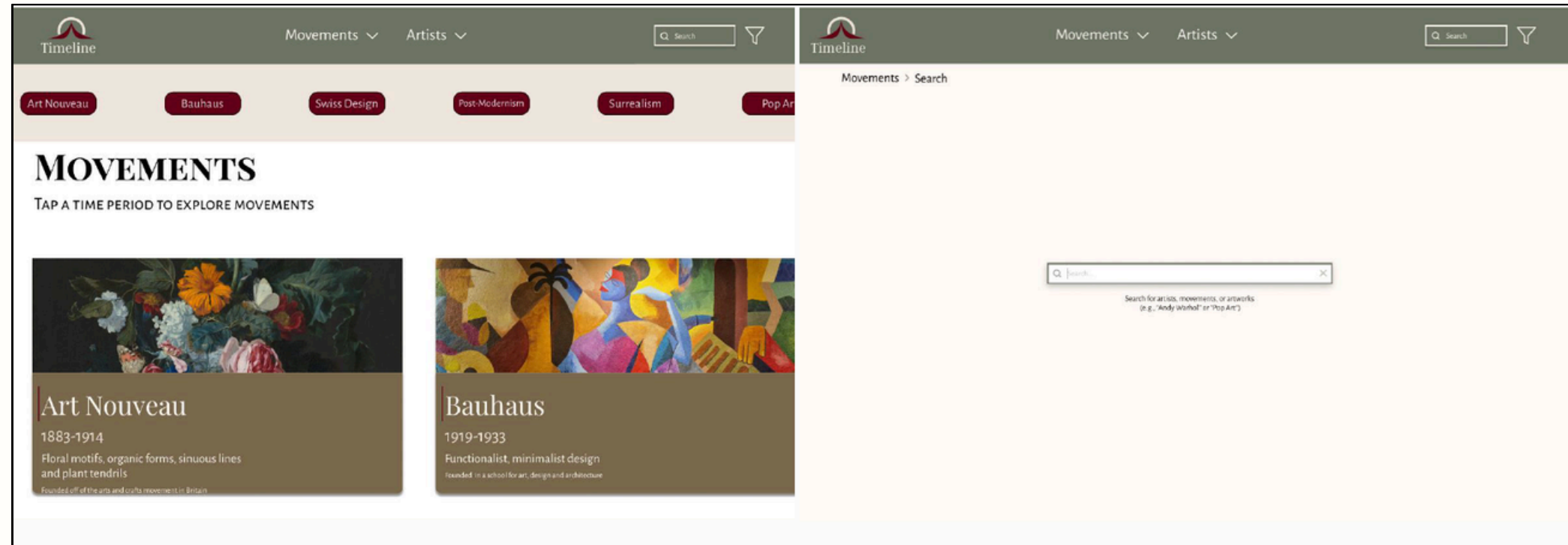
Dropdown menus interfered with tasks.
Search functionality was unclear.

Users struggled with movement vs artist hierarchy.

Home navigation lacked clarity.



User Testing Round 2



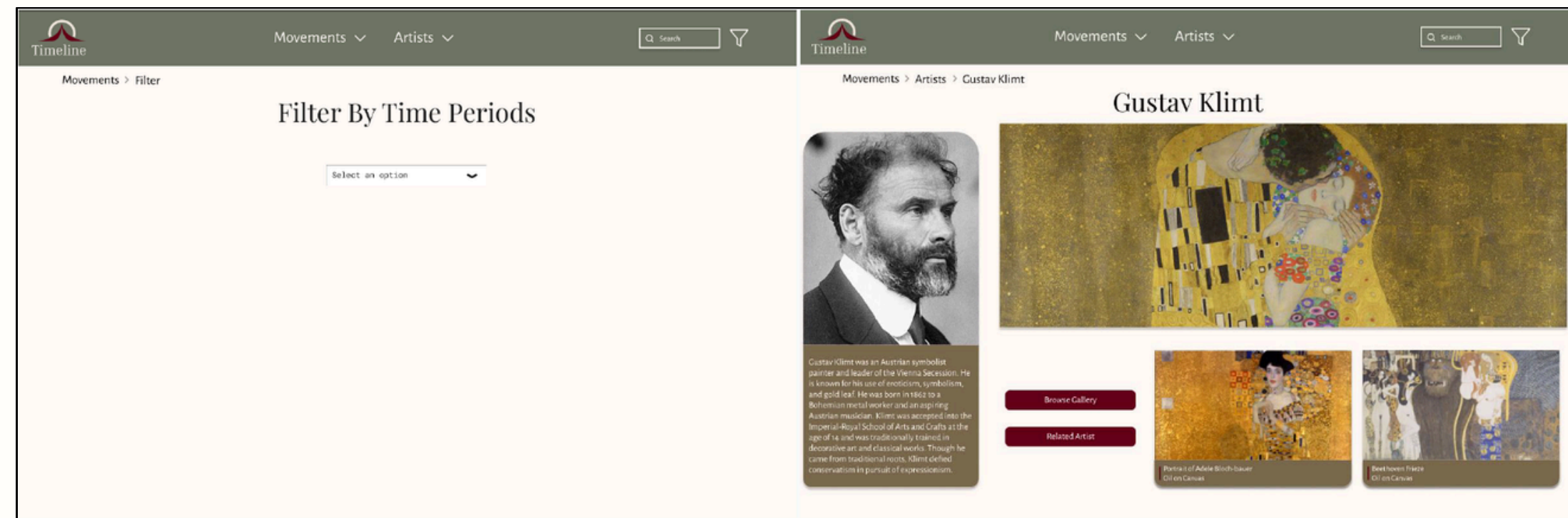
Task completion improved substantially.

Navigation became easier to understand.

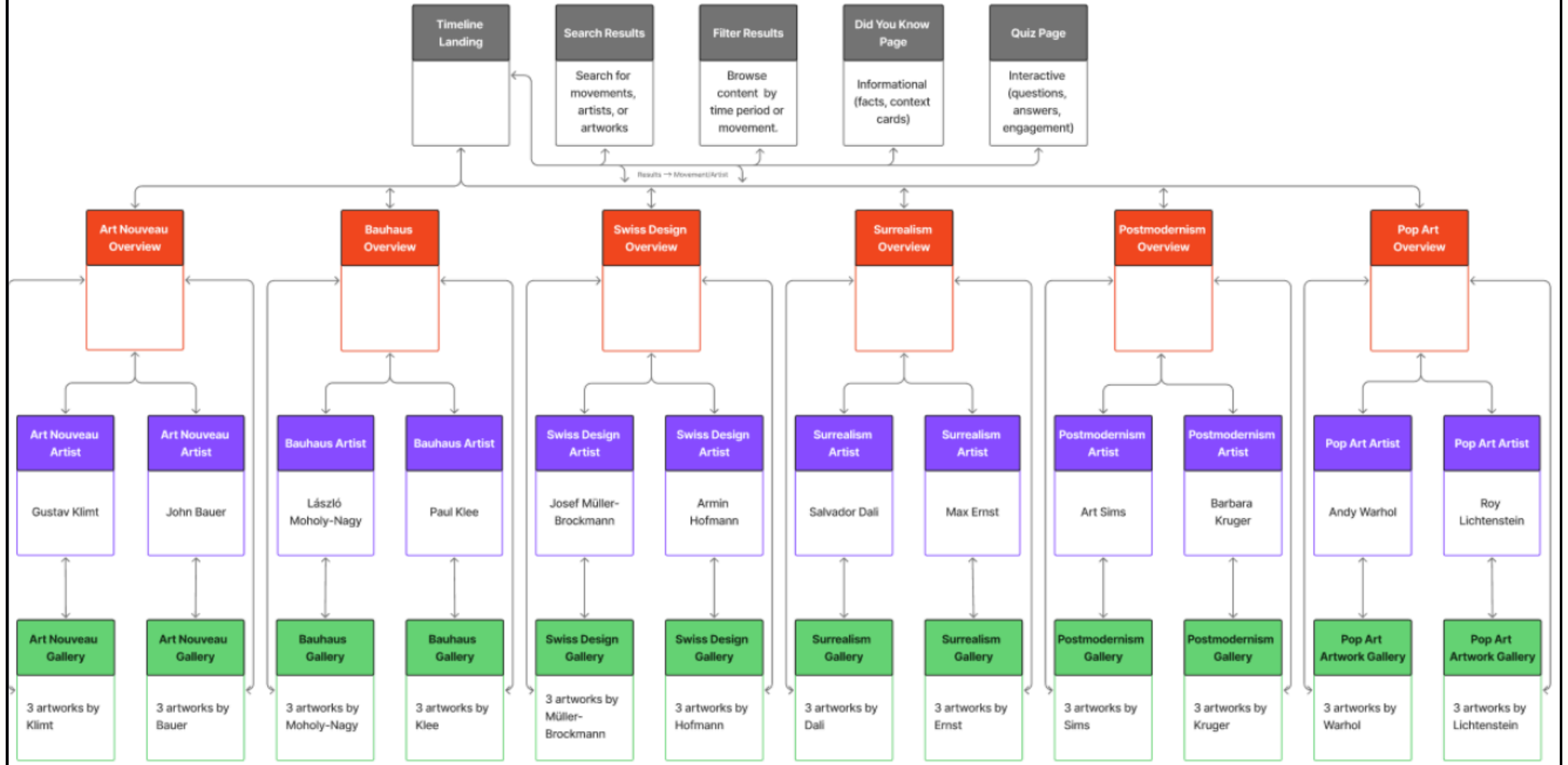
Search remained the largest pain point.

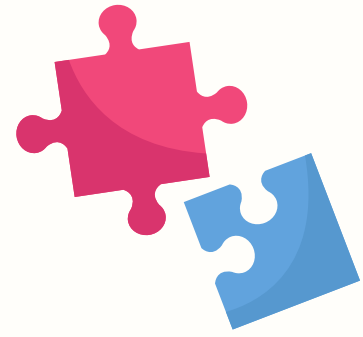
Timeline interaction still required stronger cues.

Users responded positively to visual design improvements.



Design History Timeline — Site Map





Key Design Challenges

01

Search Functionality

Problem

Users expected direct text entry and struggled to locate artists through search.

Design Response

Improved search interactions and artist discovery pathways.

02

Navigation Hierarchy

Problem

Users were confused by the relationship between movements, artists, and timeline navigation.

Design Response

Refined information architecture and navigation structure.

03

Interaction Feedback

Problem

Users hesitated when interacting with timelines, filters, and dropdown menus.

Design Response

Added clearer visual cues and interaction feedback.

Design Solution Overview



	Challege #1 - Search Functionality	Challenge #2 - Navigation Hierarchy	Challenge #3 - Interaction Feedback
Problem	Search behavior was unclear	Navigation hierarchy caused confusion	Interactive elements lacked clear feedback
Design Change	Refined search experience	Strengthened movement → artist → artwork structure	Improved cues and visual indicators
Research Basis	User testing findings	Information architecture testing	Usability testing observations
Expected Impact	Easier content discovery	Clearer navigation pathways	Reduced user hesitation



Redesign Principles

Discover Through Exploration

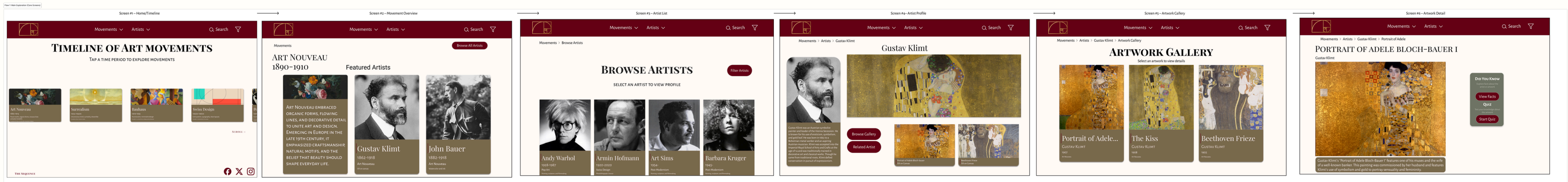
Users should be able to navigate design history through multiple pathways including timeline navigation, search, filtering, artist profiles, and artwork galleries. The experience should support both structured learning and self-directed exploration.

Make Educational Content Engaging

Historical information should feel approachable and visually engaging. Artwork imagery, contextual information, and clear content relationships help users learn without feeling overwhelmed.

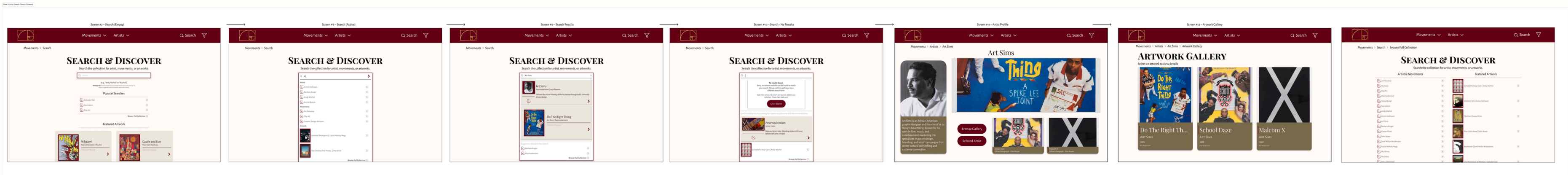
The final design balances education and exploration by combining intuitive navigation, clear information architecture, and visually engaging content presentation.

Timeline Navigation



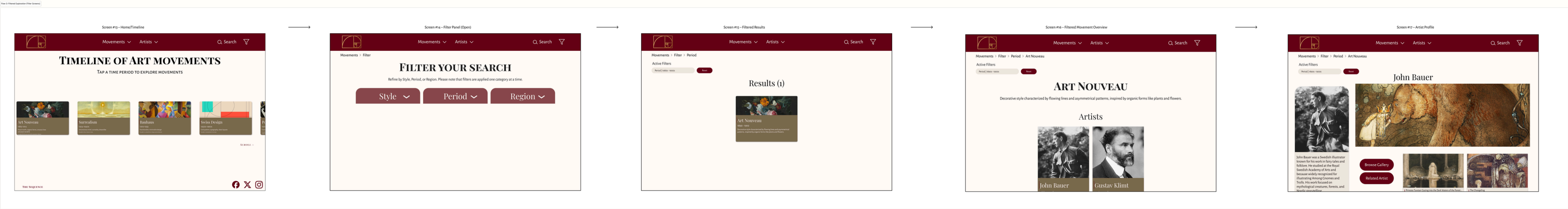
Users can explore design movements chronologically and navigate seamlessly from movements to artists and artwork collections.

Search & Filtering



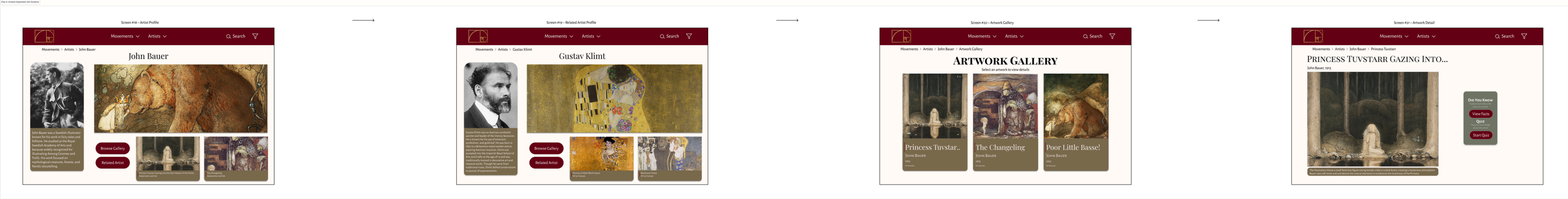
Search and filtering tools provide alternative discovery pathways, allowing users to quickly locate artists, movements, and related content.

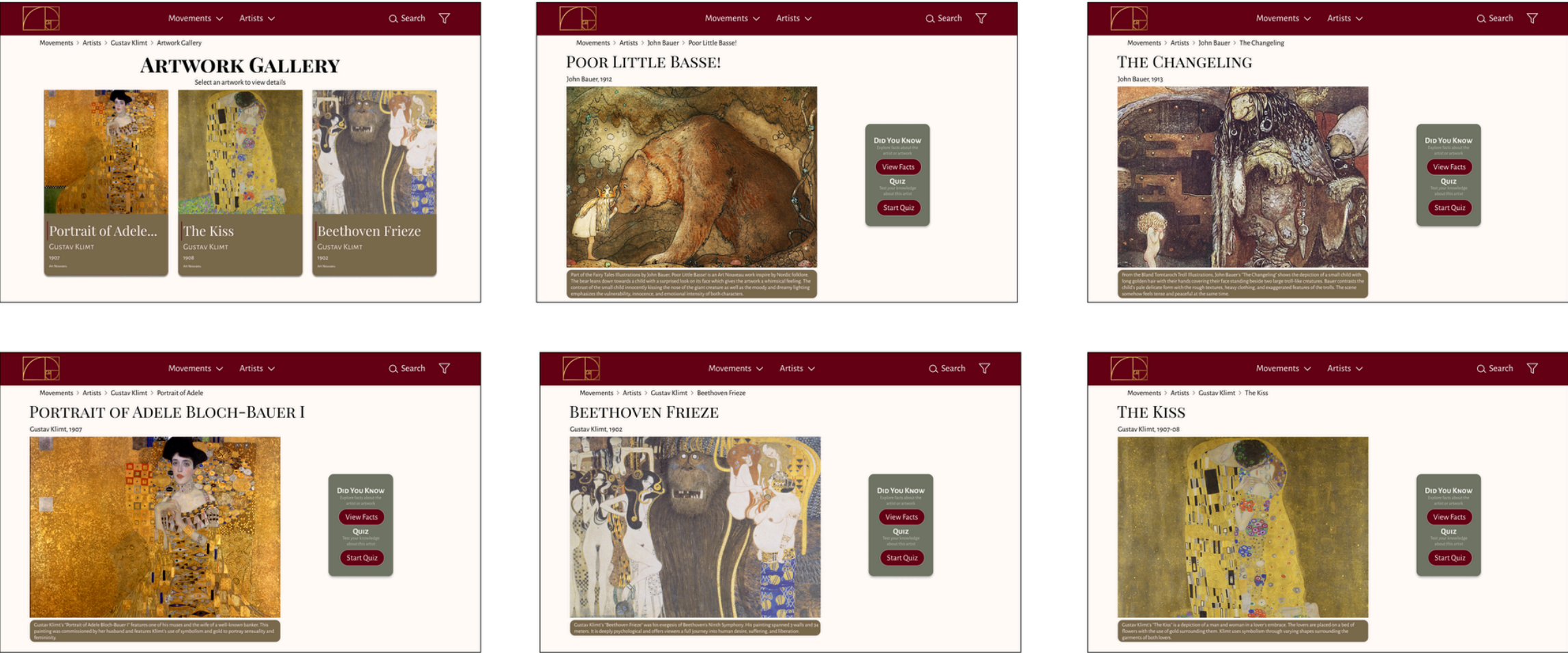
Refined Discovery



Filtering options help users refine content by style, period, and region, creating a more focused exploration experience.

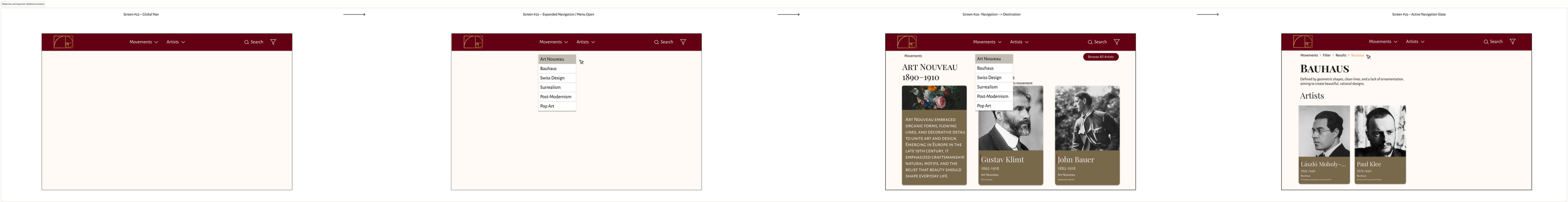
Artwork Exploration





Artwork galleries and detail pages provide contextual information, artist connections, and expanded artwork viewing experiences.

Global Navigation



Consistent navigation menus and expandable content structures support efficient movement throughout the experience while maintaining clear content hierarchy.

Reflection



Industry Takeaways

The usability testing reinforced how strongly users rely on established interaction patterns. Our testing participants consistently expected search, navigation, and filtering behaviors to function in ways they were already familiar with. Even when information was available, uncertainty around interactions created hesitation and reduced efficiency.

This project also demonstrated how important information architecture in educational experiences are. Organizing relationships between movements, artists, and artworks proved just as important as the visual design itself in supporting content discovery and learning.

Personal Takeaways

The most rewarding part of this project was observing usability testing sessions. Watching someone interact with the prototype in real time gave me insights that I would never have gotten from reviewing the design on my own. Small moments of hesitation often revealed more than direct feedback.

This project also reminded me that good design isn't always about adding more features. In several cases, improving clarity was more valuable than adding functionality. Some of the biggest improvements came from making existing interactions easier to understand rather than introducing something new.

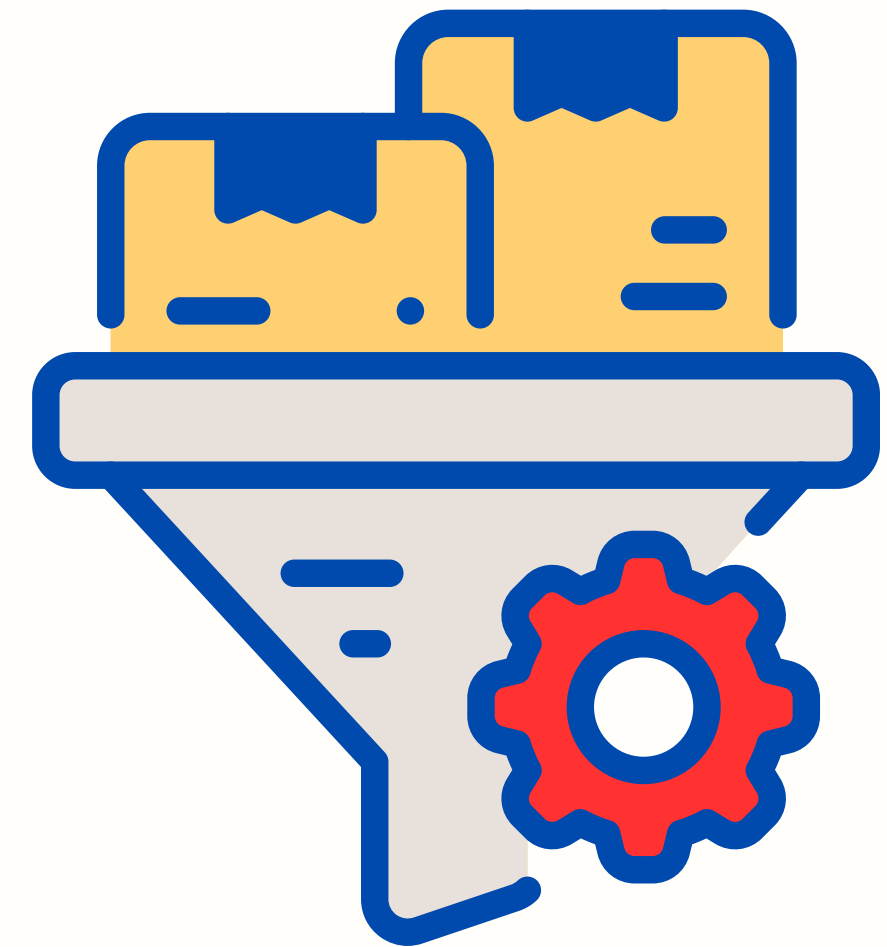
Overall, this project strengthened my appreciation for iterative design and reinforced the importance of validating decisions with real users instead of relying on assumptions.

Case Study 02

UX Research & Low-Fidelity Prototype

Amazon Search & Filter Redesign

Team: Courtney Jung, Javier Espinal



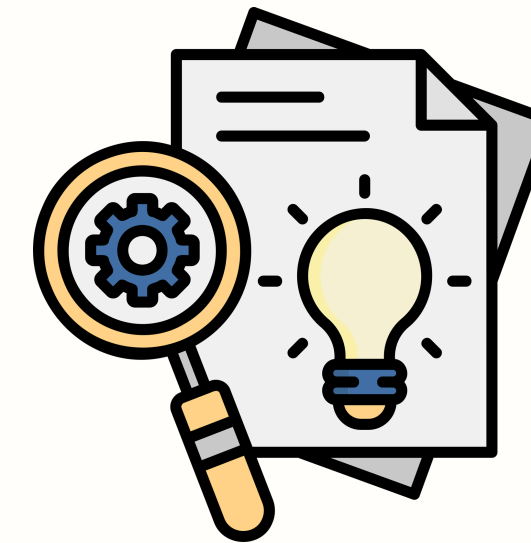
What is Amazon Search & Filter?

Amazon is a large online shopping platform where users browse, search for, and purchase products across many categories.

Amazon's search and filter system helps users narrow product results using filters such as price, brand, ratings, shipping, and category options.



Source: Amazon.com



Project Overview

Product: Amazon Search & Filter

My Role: Design and Research Lead

Timeline: 6 weeks

Users struggle to find and apply desired filters due to visual clutter of filter panel and limited user control. Amazon's search and filtering workflow presents many friction points that slow down the search process. The user spends more cognitive effort filtering their search rather than reviewing products to buy.

☐ VIA	☐ Backlit Keyboard	Display Type	Memory Clock Speed
Processor Speed	☐ Anti Glare Coating	☐ AMOLED	☐ Up to 2.9 GHz
☐ 1 to 1.59 GHz	☐ Fingerprint Reader	☐ LCD	☐ 3 to 3.9 GHz
☐ 1.60 to 1.79 GHz	☐ Memory Card Slot	☐ LED	☐ 4 to 4.9 GHz
☐ 1.80 to 1.99 GHz	☐ Numeric Keypad	☐ OLED	☐ 5 GHz & above
☐ 2.00 to 2.49 GHz	☐ Spill Resistant	USB 3.0 Ports	Number of Cells
☐ 2.50 to 2.99 GHz	See more	☐ 5 or More	☐ 1
☐ 3.00 to 3.49 GHz	Graphics Memory	☐ 4	☐ 2
☐ 3.50 to 3.99 GHz	☐ 8 GB & Above	☐ 3	☐ 3
☐ 4.0 GHz & Above	☐ 6 to 7 GB	☐ 2	☐ 4 & above
Hard Drive Type	☐ 4 to 5 GB	☐ 1	Wi-Fi Generation
☐ EMMC	☐ 2 to 3 GB	☐ None	☐ Wi-Fi 6
☐ HDD	☐ Up to 1 GB	Flash Size	☐ Wi-Fi 6E
☐ SSD	RAM Technology	☐ 500 GB & Above	☐ Wi-Fi 7
Processor Count	☐ DDR2	☐ 250 to 499 GB	☐ Wi-Fi 1
☐ 28	☐ DDR3	☐ 120 to 249 GB	☐ Wi-Fi 4
☐ 24	☐ DDR4	☐ 64 to 119 GB	☐ Wi-Fi 5
☐ 22	☐ DDR5	☐ 32 to 63 GB	Average Standby Battery Life
☐ 20	☐ LPDDR3	☐ 17 to 31 GB	☐ 11 h & above
☐ 18	☐ LPDDR4	☐ 8 to 16 GB	☐ 9 to 10.9 h
☐ 16	☐ LPDDR4X	☐ 7 GB & Under	☐ 7 to 8.9 h
☐ 14	☐ LPDDR5	Top Brands	☐ Up to 6.9 h
See more	Weight	☐ Top Brands	Sustainability Features
Input	☐ Up to 3 Pounds	Video Output	☐ Any Feature
☐ Touch Bar	☐ 3 to 3.9 Pounds	☐ HDMI	☐ Carbon Impact
☐ Touch Pad	☐ 4 to 4.9 Pounds	☐ DisplayPort	See more
☐ Touchscreen	☐ 5 to 5.9 Pounds	☐ VGA	GPU Manufacturer
☐ Touchscreen with Stylus Support	☐ 6 to 6.9 Pounds	Seller	☐ AMD
Connectivity	☐ 7 to 7.9 Pounds	☐ Oydisen Compute	☐ Apple
☐ Wi-Fi	☐ 8 Pounds & Above	☐ Epower Solutions	☐ ARM
☐ Bluetooth	Hardware Interface	See more	☐ Intel
☐ USB	☐ USB	Front Camera Resolution	☐ MediaTek
☐ Ethernet	☐ HDMI	☐ 3 MP & above	☐ NVIDIA
☐ HDMI	☐ Bluetooth	☐ 2 to 2.9 MP	☐ Qualcomm
Display Resolution	☐ 3.5mm Audio	☐ 1 to 1.9 MP	Purpose
☐ 1080p	☐ 802.11 ac/b/g/n	☐ Up to 1 MP	☐ Working
☐ 4K	☐ 802.11 b/g/n	Voltage	☐ Video Conferencing
☐ 720i	☐ Bluetooth 5	☐ Up to 4 V	☐ Learning
☐ 720p	See more	☐ 5 to 14 V	☐ Browsing Internet
Wireless Type	Battery Life	☐ 15 to 19 V	☐ Gaming
☐ Bluetooth	☐ Up to 6.9 h		☐ Music Listening
	☐ 7 to 7.9 h		



Problem Statement & Design Goals

Key Problems

- Filter overload
- Confusion
- Lack of user control
- Frustrating Interface

Design Goals

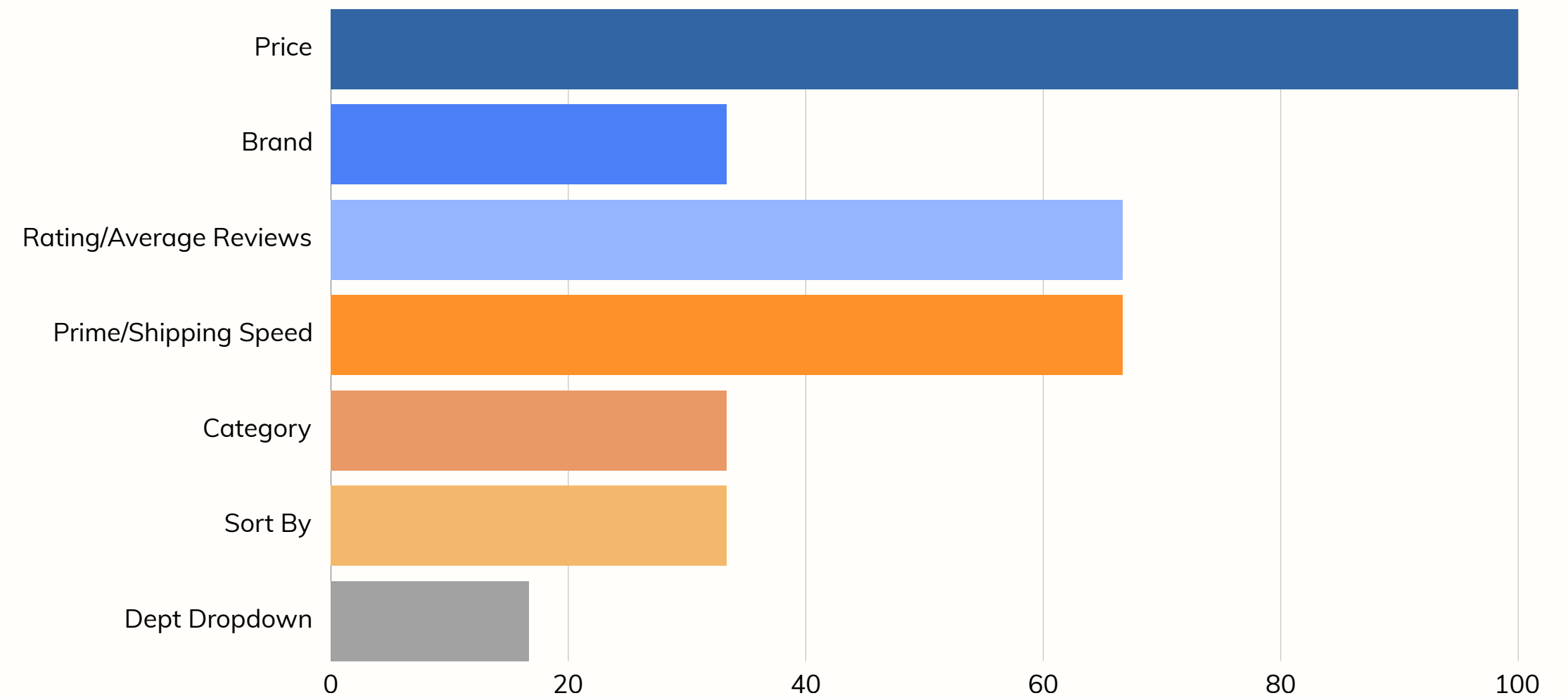
- Reduce clutter
- Simplify filtering
- Improve visibility
- Increase confidence

			
Heuristic Evaluation	CTA	Journey Mapping	Prototype Redesign
Evaluate the interface using usability principles to identify major issues	Break down how users search and filter to understand decision-making and difficulty	Map the user experience to identify frustration points and breakdowns	Develop low-fidelity wireframes to address identified usability issues

Next Step: Survey & User Testing Research

Research Findings

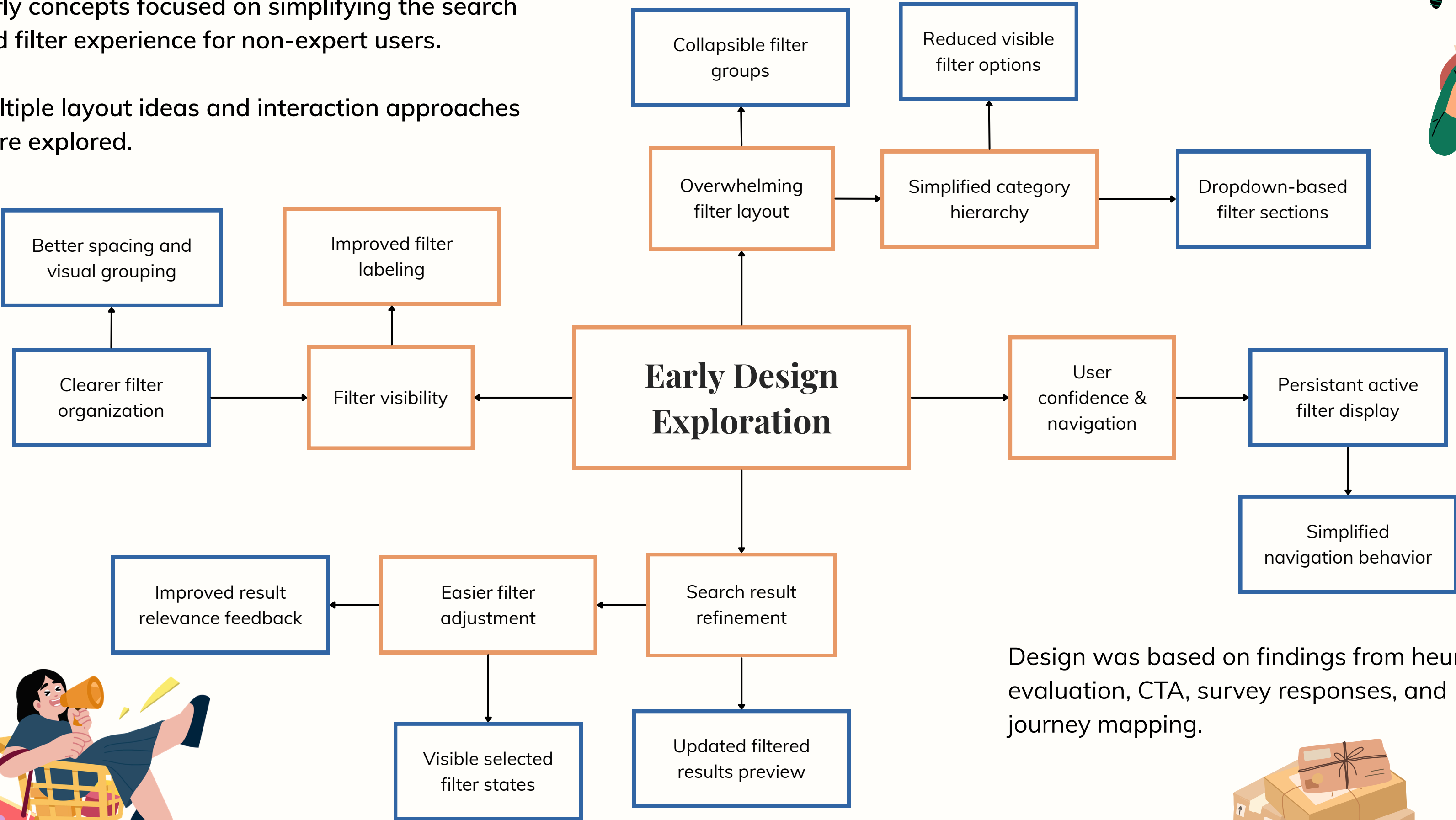
- Sponsored results reduce search accuracy
- Price sliders are difficult to control
- Too many visible filter options feel overwhelming
- Users want clearer grouping and dropdown filters



Source: <https://forms.gle/Ru1L99KVVzEENuCEA>

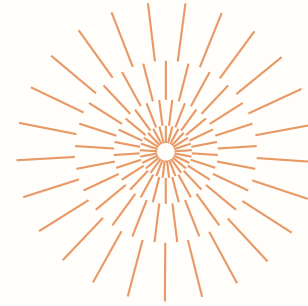
Early concepts focused on simplifying the search and filter experience for non-expert users.

Multiple layout ideas and interaction approaches were explored.



Design was based on findings from heuristic evaluation, CTA, survey responses, and journey mapping.





Target Users

Primary User Groups

- Non-expert users
- Average technology users
- Experienced Amazon users

Key User Patterns: Users relied heavily on filtering to narrow products. Non-expert users experienced hesitation during filtering. Experienced users preferred faster refinement tools.

“Finding the specific thing I want for an affordable price is essential to me.”



Amazon User

Age: 21 years old
Occupation: Library Assistant
Location: Columbia, Missouri
Needs: Study materials
Education: B.A. in English (in progress)

Brandon Merrill

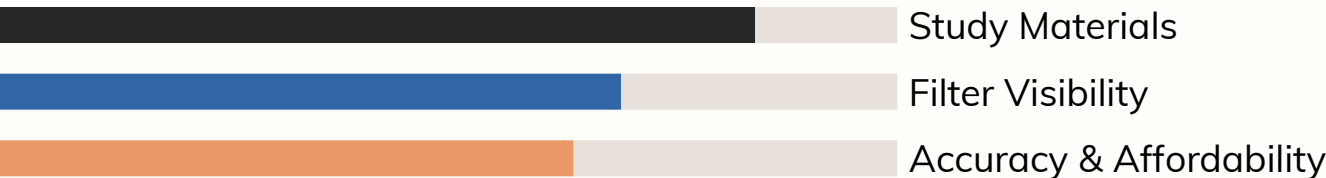


Brandon Merrill is an undergraduate student pursuing a BA in English. He is also enrolled in a work-study program working as a Library Assistant and lives in a dorm room with another roommate. He is a price-conscious online shopper who regularly frequents Amazon to buy different pens, pencils, planners, notebooks, and books.

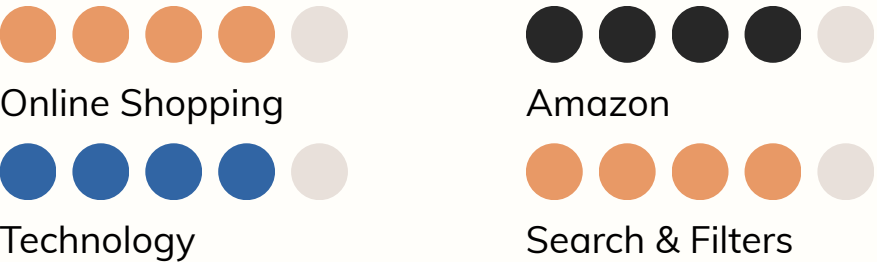
Wants & Needs

- 1. Find specific study materials.
- 2. Clear visibility of technical filters for items.
- 3. Search accuracy and affordability.

Motivations



Familiarity



Frustrations

- 1. Inability to find technical filters fast enough.
- 2. Time spent scrolling trying to find desired items.
- 3. Sponsored results interfering with product accuracy.

“I just want to find something good for my grandkids without all the extra steps.”



Amazon User
Age: 67 years old
Occupation: Retired Grandmother
Location: Jacksonville, Florida
Needs: Gifts for grandchildren
Education: A.S. Business

Hyunmae Kim

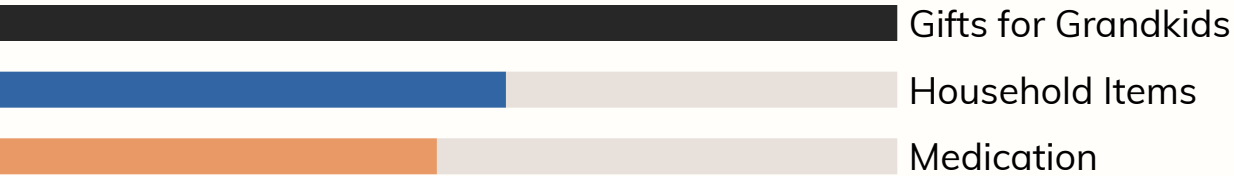


HyunMae is a retired grandmother living in Florida with her husband. She frequently shops online to buy gifts for her grandchildren ranging in age from toddlers to young adults. She knows what she want sin general but doesn’t often use filters. She prefers a simple process and usually relies on keyword searches and scrolling through results to find her items.

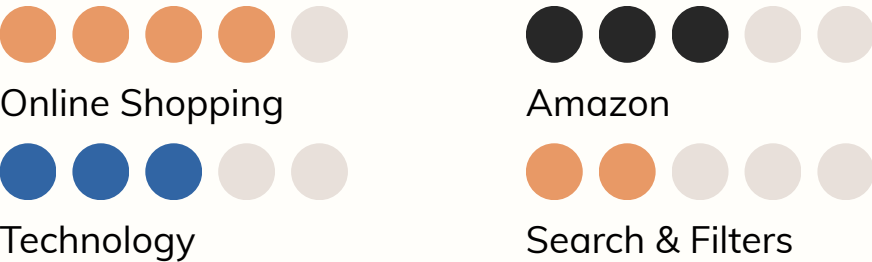
Wants & Needs

- 1. Find items for different age groups quickly.
- 2. Simple and easy to understand categories.
- 3. Confidence that the item is appropriate and a good choice

Motivations



Familiarity



Frustrations

- 1. Too many filter options that feel overwhelming
- 2. Difficulty understanding filter categories.
- 3. Having to scroll through a broad range of items.

CUSTOMER JOURNEY MAP *Using Amazon Search and Filters*



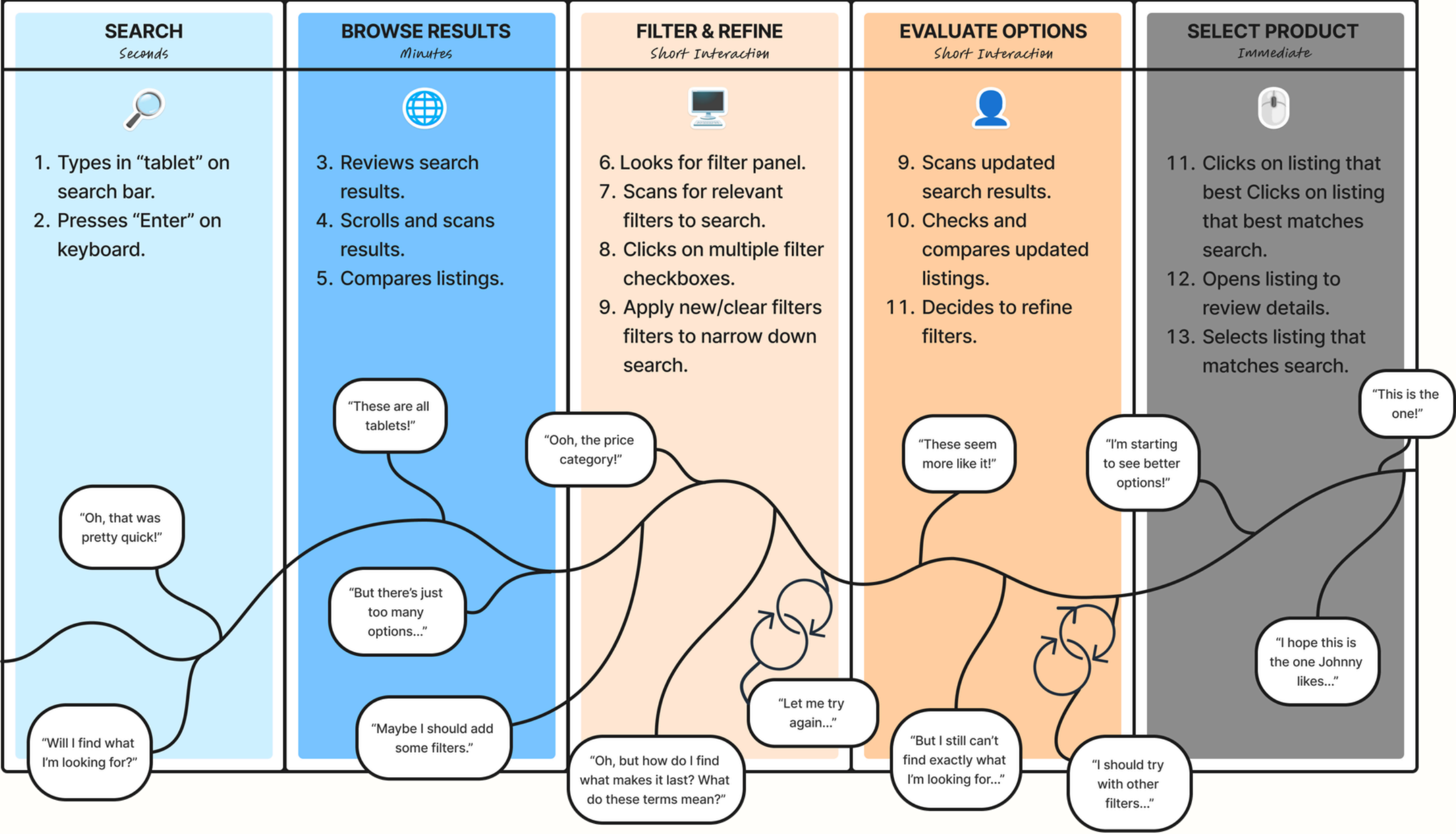
HyunMae Kim

HyunMae is a decisive and frequent online shopper. She mainly shops on Amazon to buy gifts for her grandchildren of different ages.

Scenario: HyunMae is looking to buy a tablet for her 12-year old grandchild. She is shopping for an affordable tablet with a long battery life and durability.

Expectations

- Immediate availability of relevant filters.
- Seamless application of filters.
- No visual clutter in filter panel.





Key Usability Issues

01

Filter Visibility

Problem

Users struggled to identify relevant filters due to overcrowded filter sections and excessive visible options.

Design Response

Collapsible filter groups and improved spacing reduce visual overload and improve scanability.

02

Filter Relevance

Problem

Users had difficulty locating the filters they used most frequently.

Design Response

Frequently used filters were prioritized and reorganized based on survey findings.

03

User Control

Problem

Users lacked flexibility when applying and adjusting multiple filters.

Design Response

Persistent active filters and grouped filter actions improve control and efficiency.



Redesign Overview

	Issue #1 Filter Visibility	Issue #2 Filter Relevance	Issue #3 User Control
Problem	Overcrowded filters	Low-priority filters mixed together	Difficult filter management
Design Change	Collapsible filter groups	Reorganized filter hierarchy	Grouped apply/clear actions
Research Basis	Survey + observation findings	Most-used filter data	CTA + user feedback
Expected Impact	Reduced visual overload	Faster refinement	Improved interaction flexibility



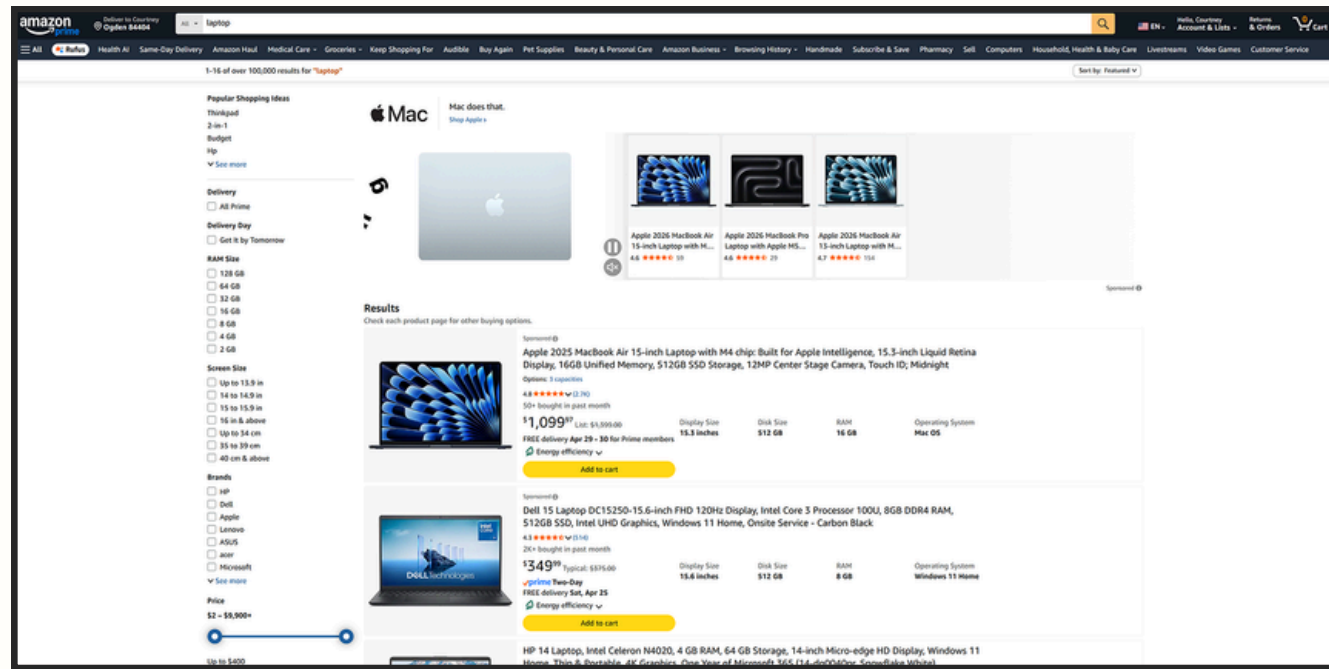
Redesign Principles

Simplification & Organization

The redesign focused on reducing visual overload through grouped filters, collapsible sections, and simplified hierarchy structures.

User Flexibility & Control

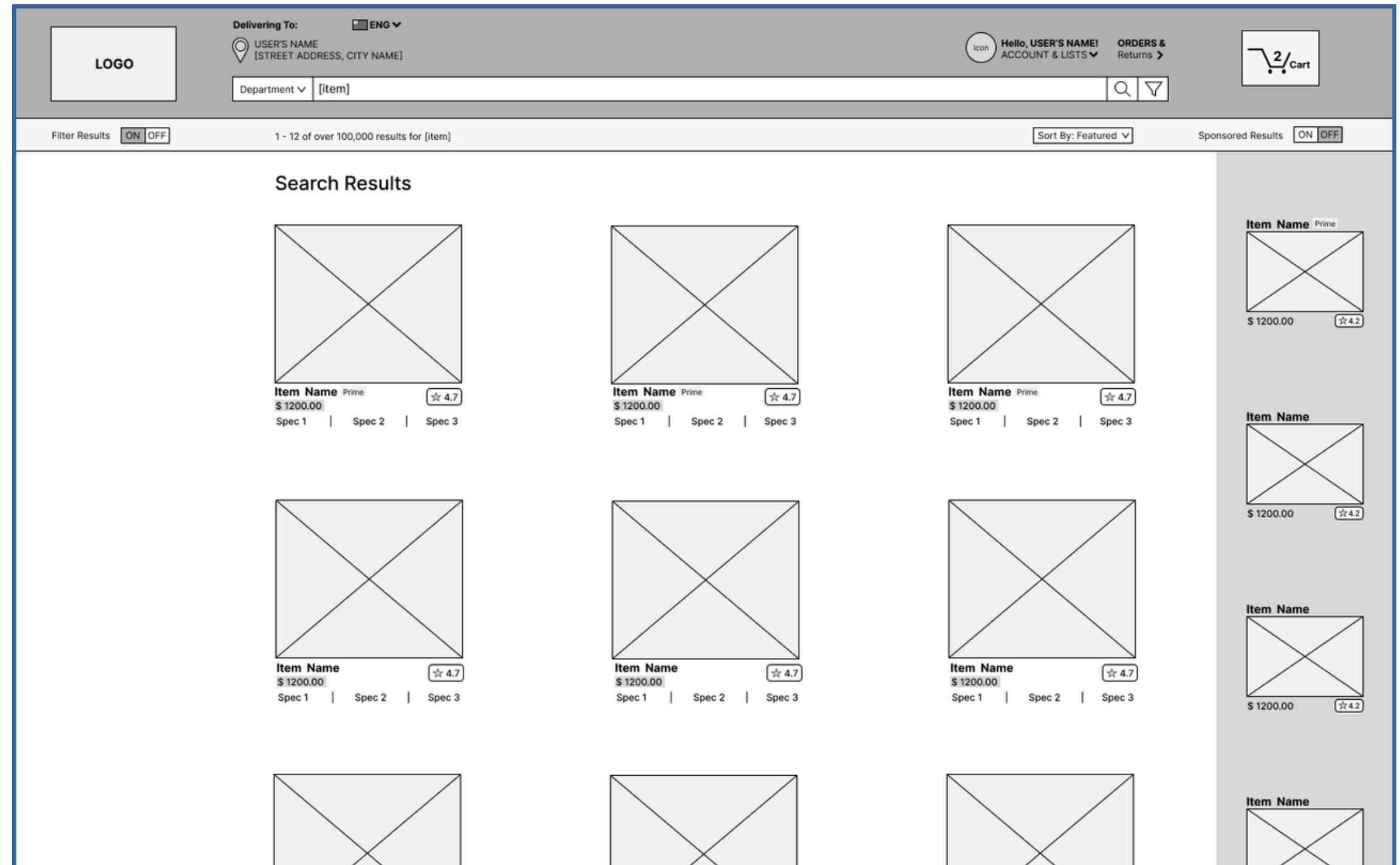
The redesign prioritized user control by improving filter visibility, supporting easier refinement, and making filtering interactions more predictable.

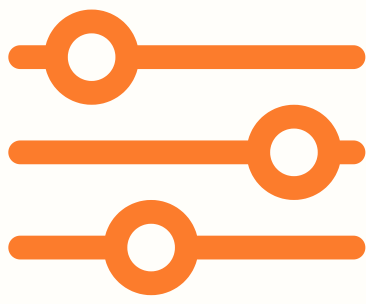
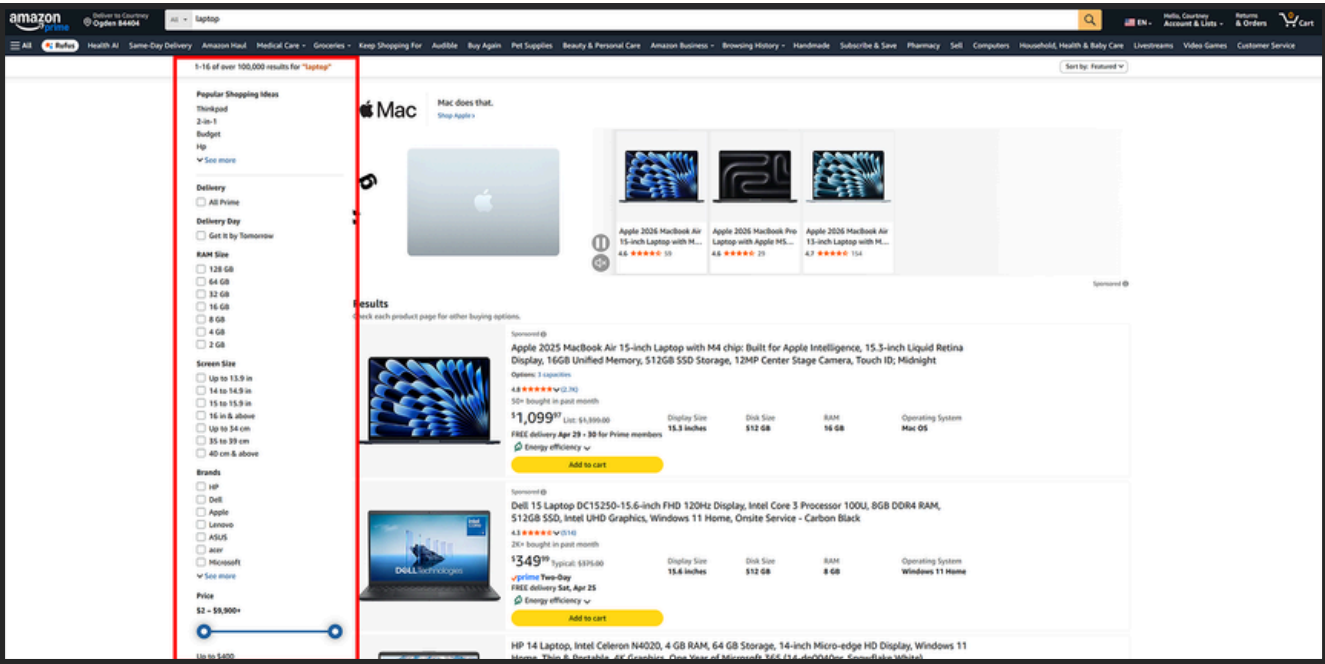


Main Search Redesign

Changes

- Removed Banner under the search bar
- Changed “All” to “Department” drop down
- Moved “Delivering To” feature more central
- Added On/Off button to toggle filter/sponsor results
- Cleaned up main page and simplified results +
- Changed results to a grid pattern
- Moved Account information more central
- Increased size of cart
- Made “Search Results” text more clear for users.
- Moved sponsored results to the right panel
- Moved Language drop down to location area
- Added filter icon to the search bar

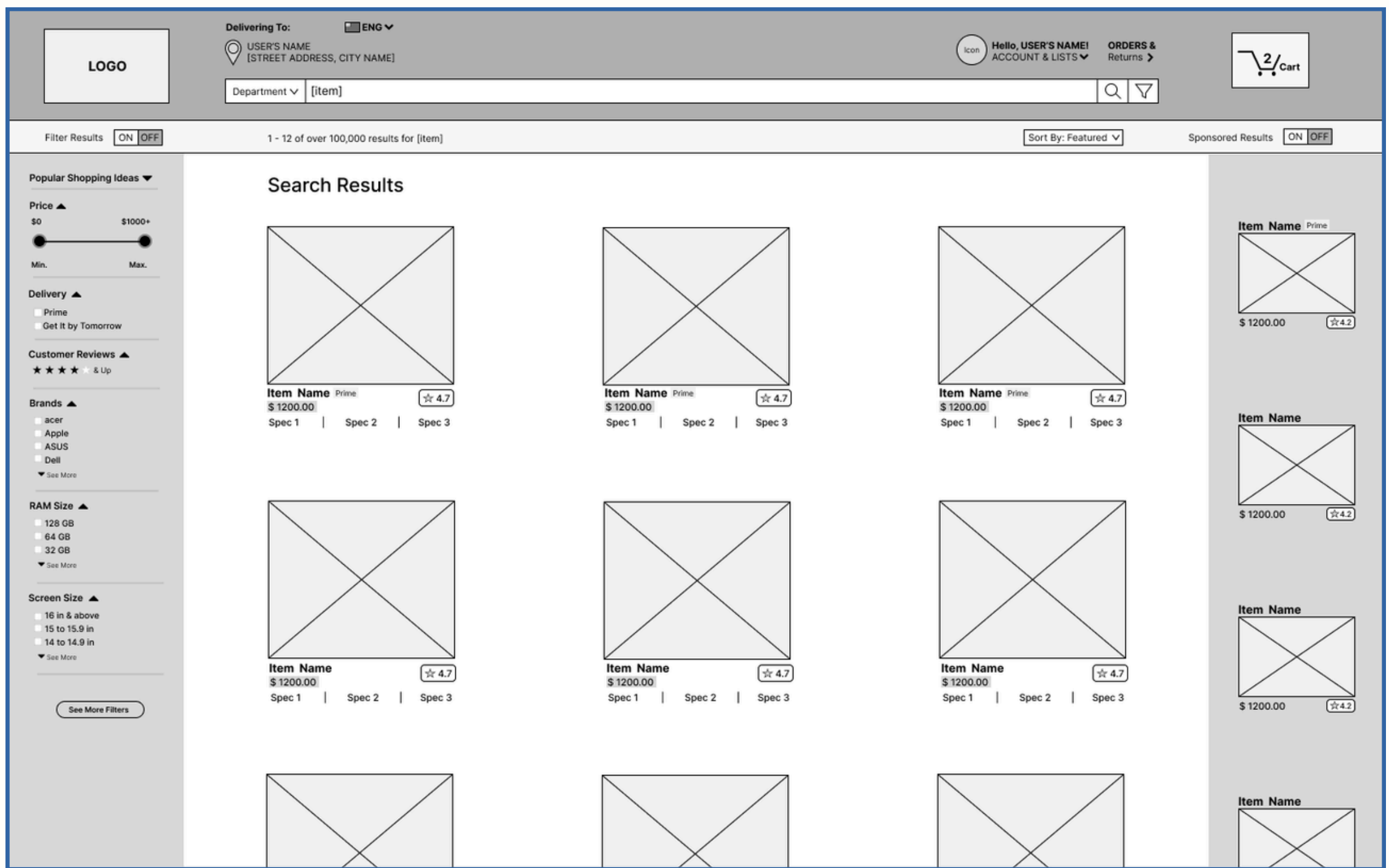


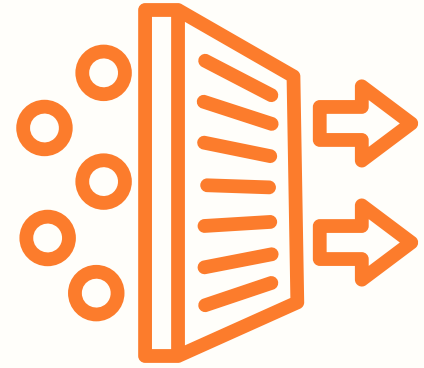
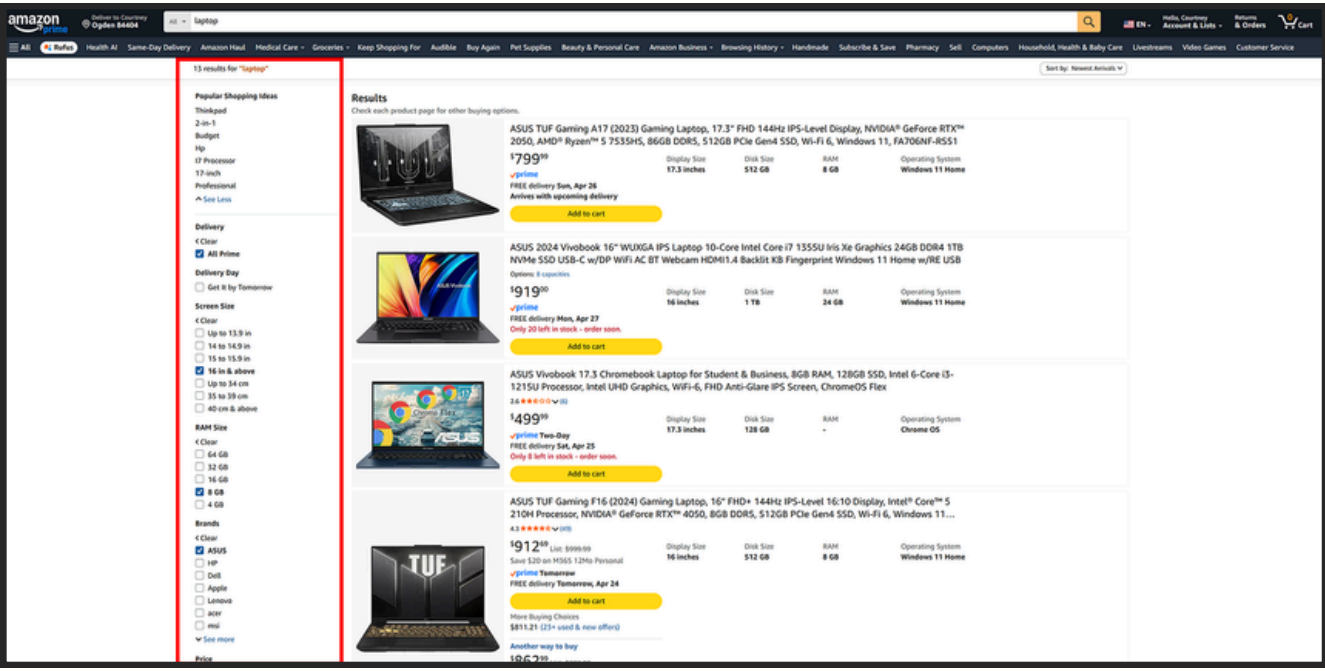


Simplified Filter System

Changes

- Filter categories were rearranged in order of relevance and frequency of use based on survey data.
- Dropdowns were added next to filter categories to reduce and expand filters.
- “See More” and “See More Filters” buttons were created to eliminate visual clutter.
- Lines between filter categories were added to create space and contrast and further reduce visual clutter.
- Buttons under the “Price” category were added to type in specific numbers to adjust the price rather than only having to drag the bar as it proved to be tricky for some participants.

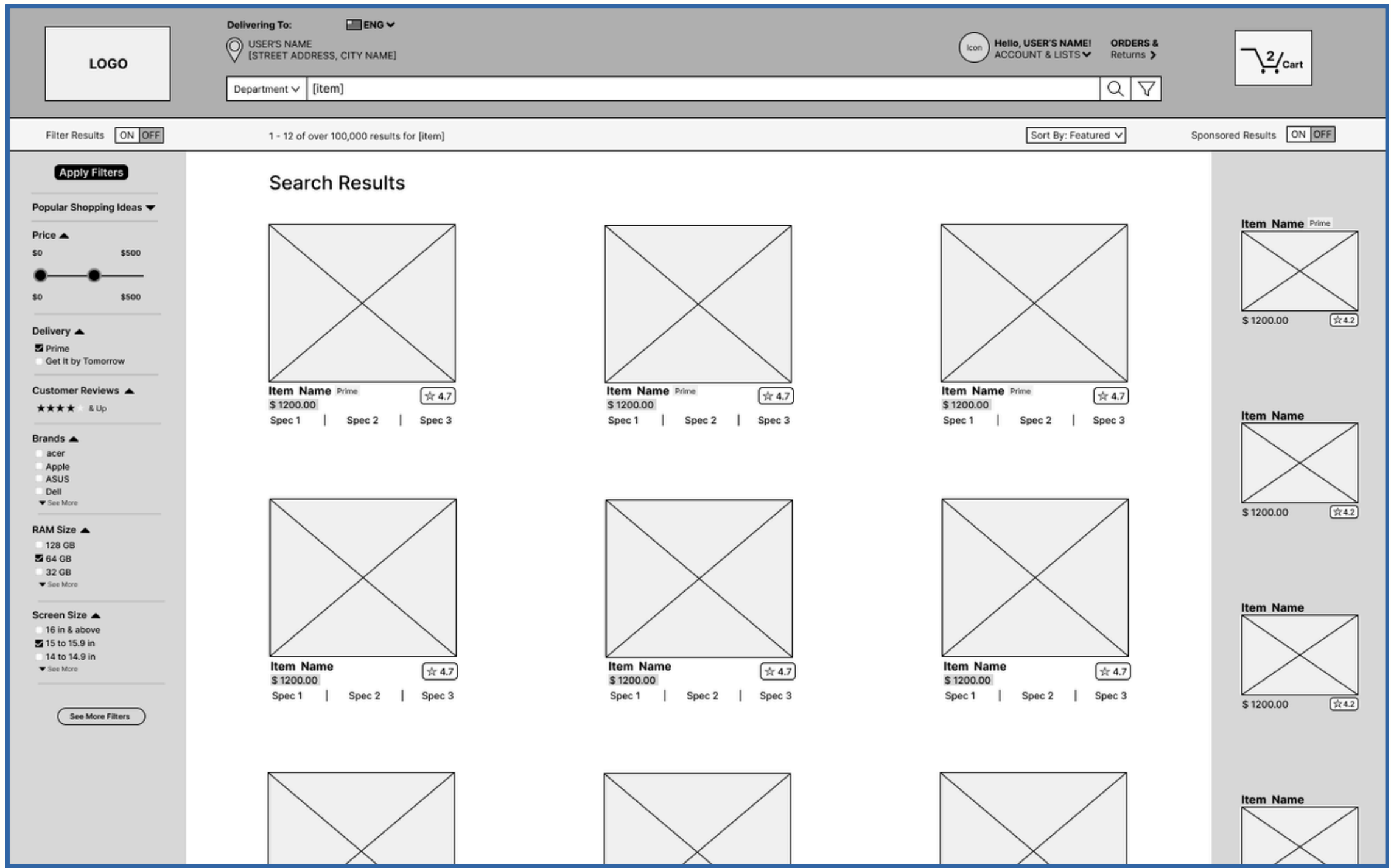


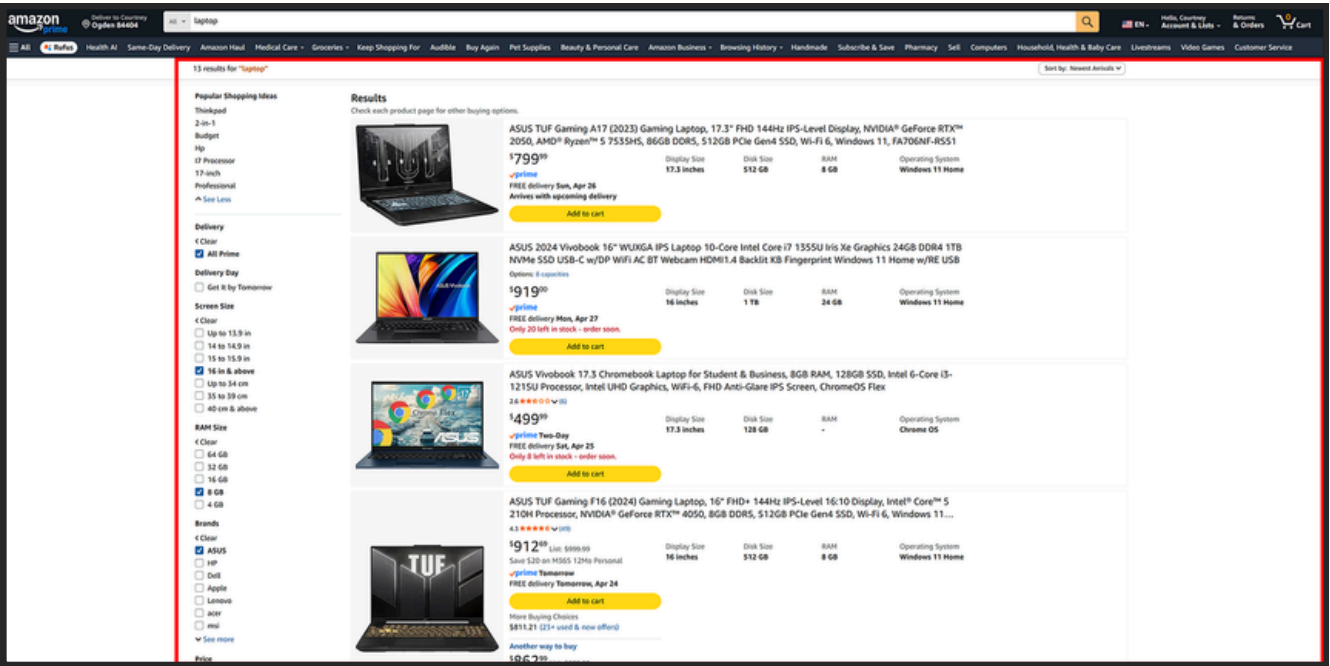


Active Filters

Changes

- “Apply Filters” button was created to give the user the option to apply all the selected filters at once.
- Contrast was added to the “Apply Filters” button to make it stand out.

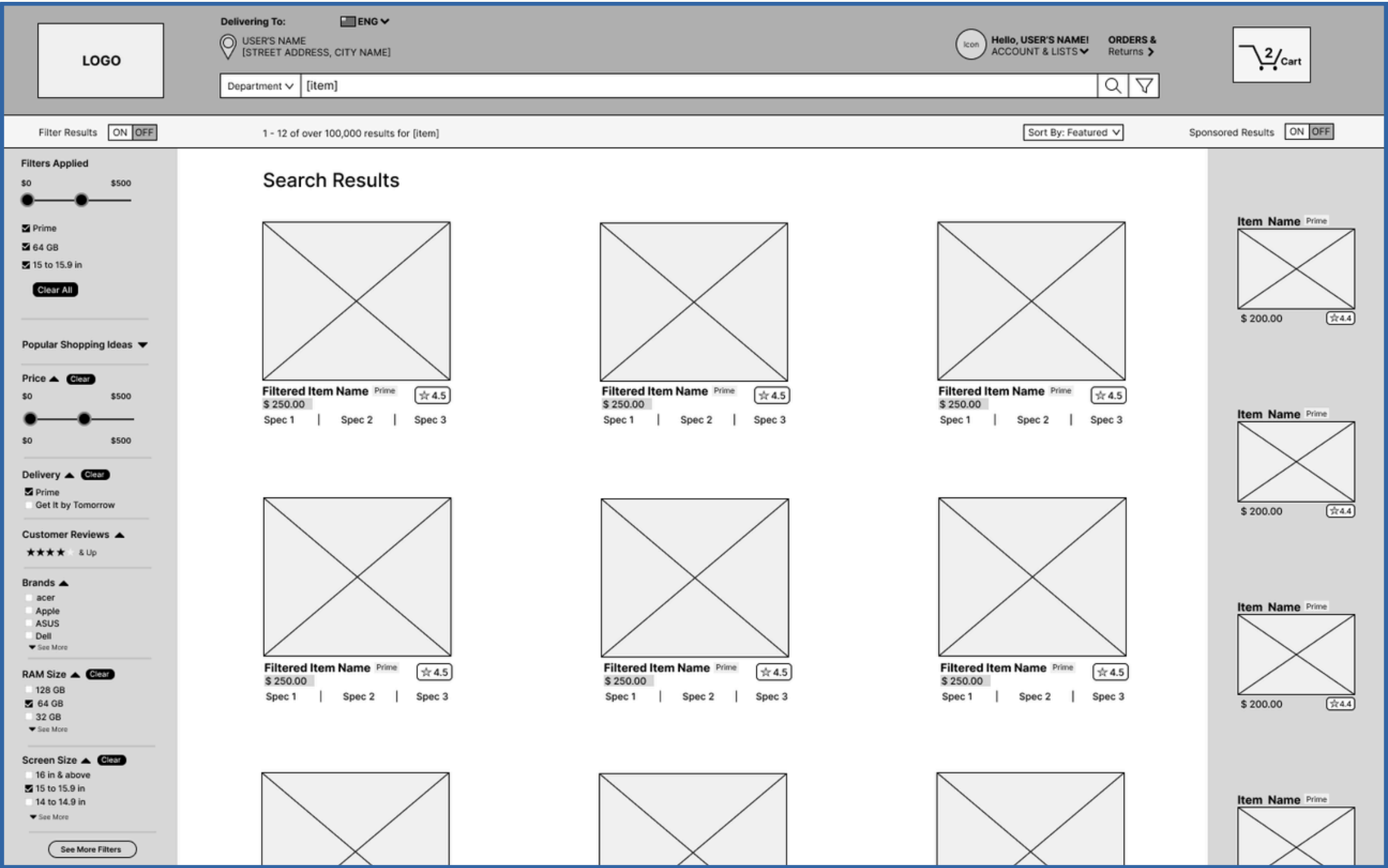


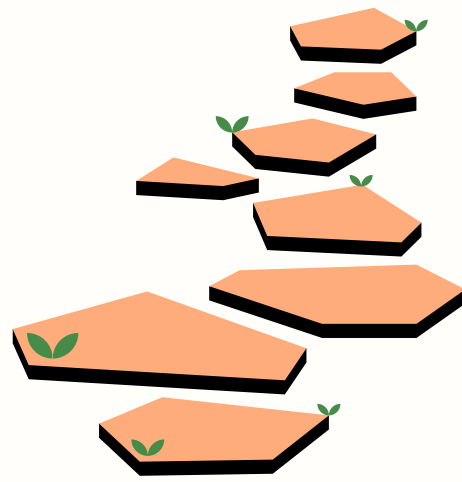


Filters Applied

Changes

- A “Clear All” button was created to give the user the option to remove filters all at once instead of having to remove them one by one.
- The “Clear” button was moved next to filter categories and contrast was added to make them more noticeable.
- A “Filters Applied” category was created and moved to the top of the filter panel to remind the user of which filters have been applied.





Next Steps



Step 1

Prototype Complete

Low-fidelity wireframes created from research findings



Step 2

Usability Testing

Evaluate search and filter use with target users



Step 3

Refinement

Refine filters and layout based on user feedback

Case Study 03

Personal Project | **Currently In Development**

Domestic Violence Incident Tracker Disguised Mobile App

Role: End-to-End Product Designer

Tools: Figma, Figjam, Adobe Photoshop, Canva



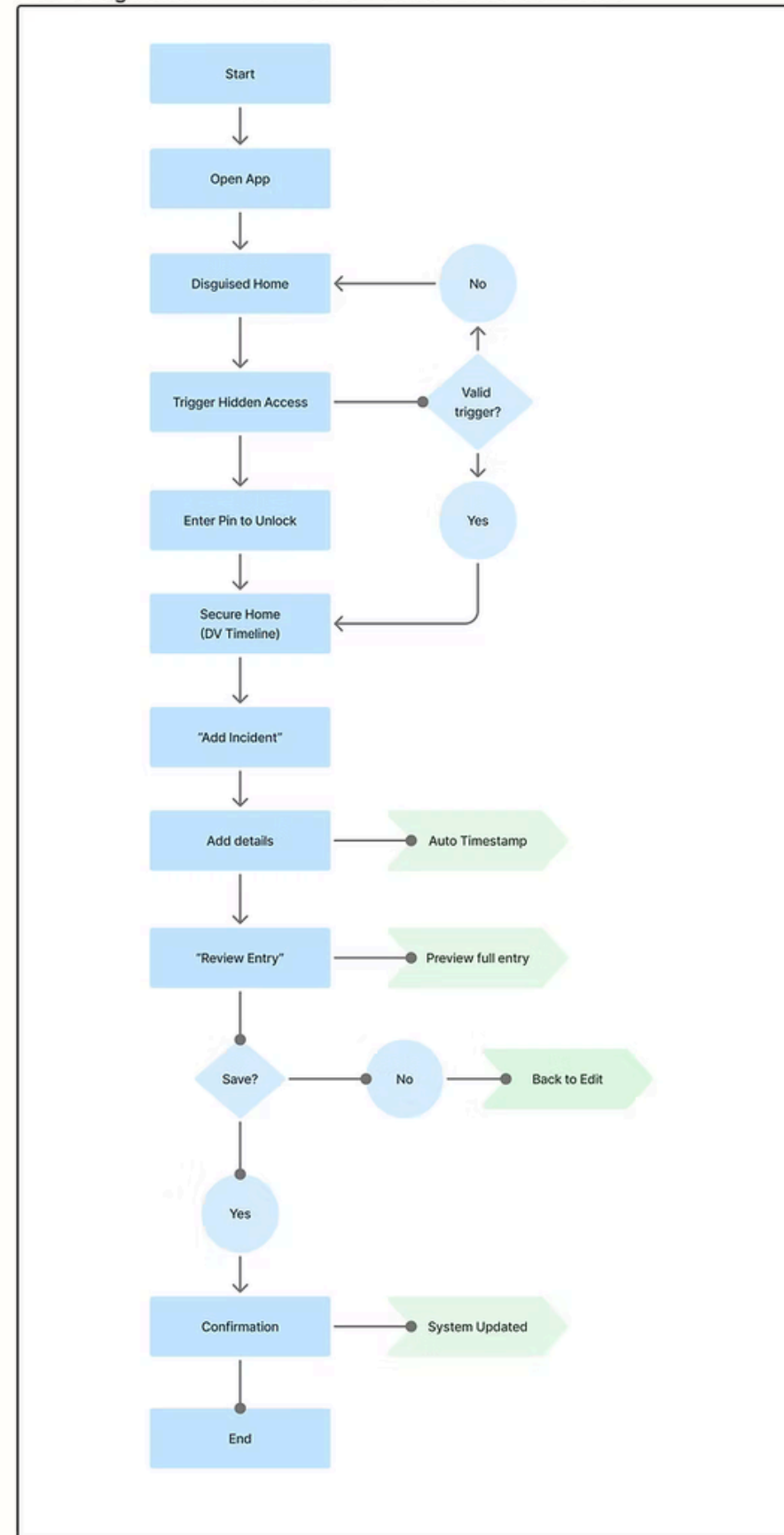


What's the purpose?

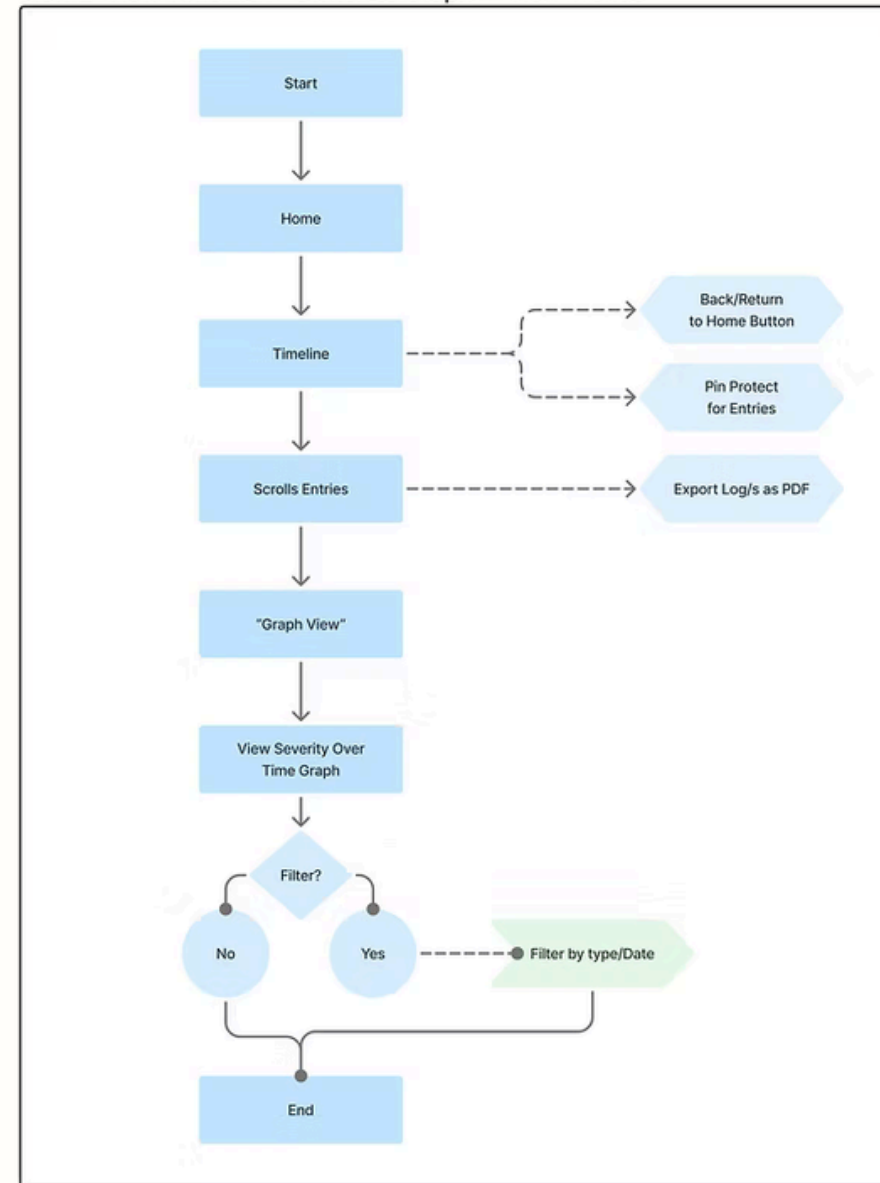
The goal of this app is to provide a safe, discreet method of incident tracking for victims of domestic violence who are currently living in a dangerous environment. While current apps allow users to log incidents, I found no existing solution that provides a discreet way to track abuse, collect supporting evidence, and generate a printable PDF for later court use after leaving the dangerous environment.

Information Architecture

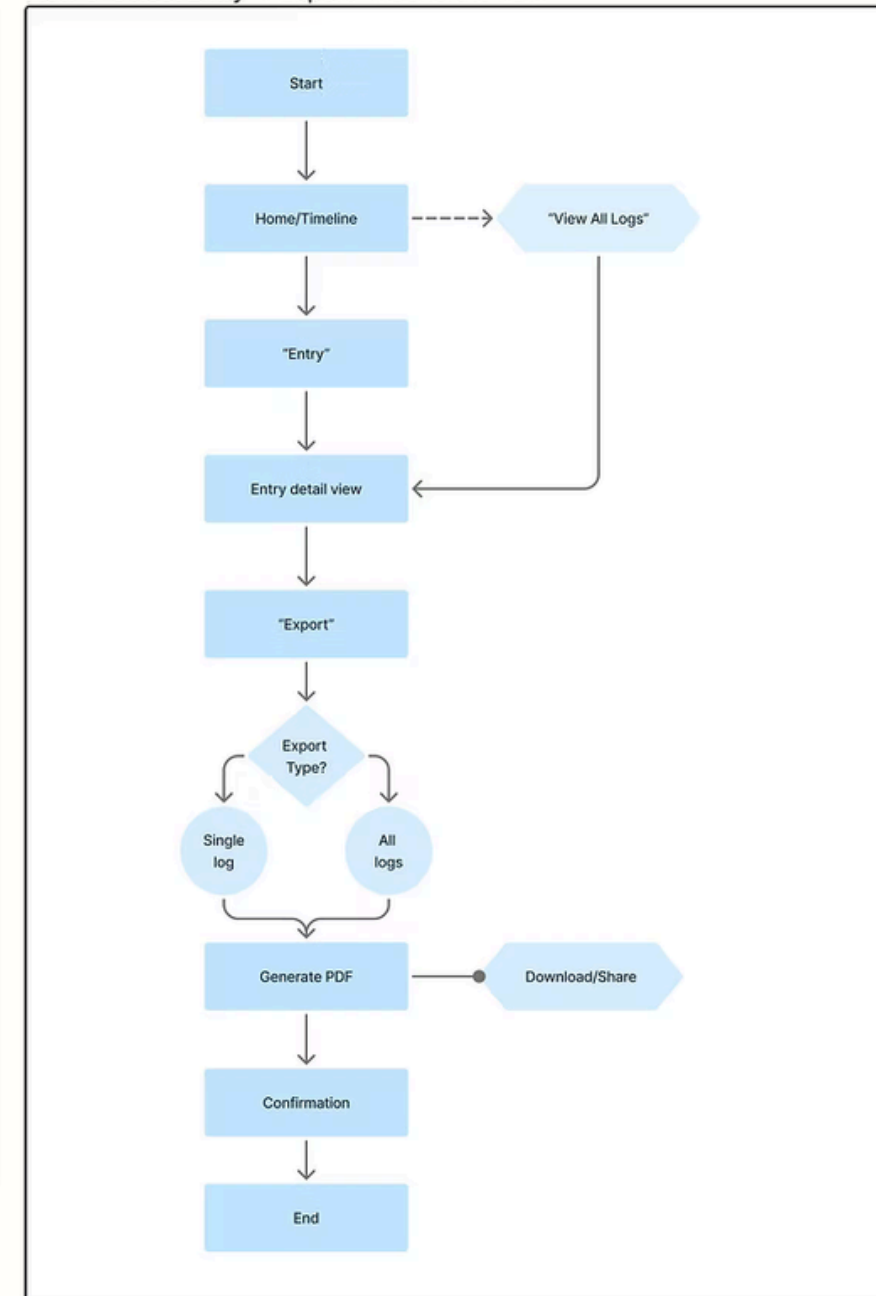
Flow 1: Log Incident → Add Details → Attach Evidence → Save



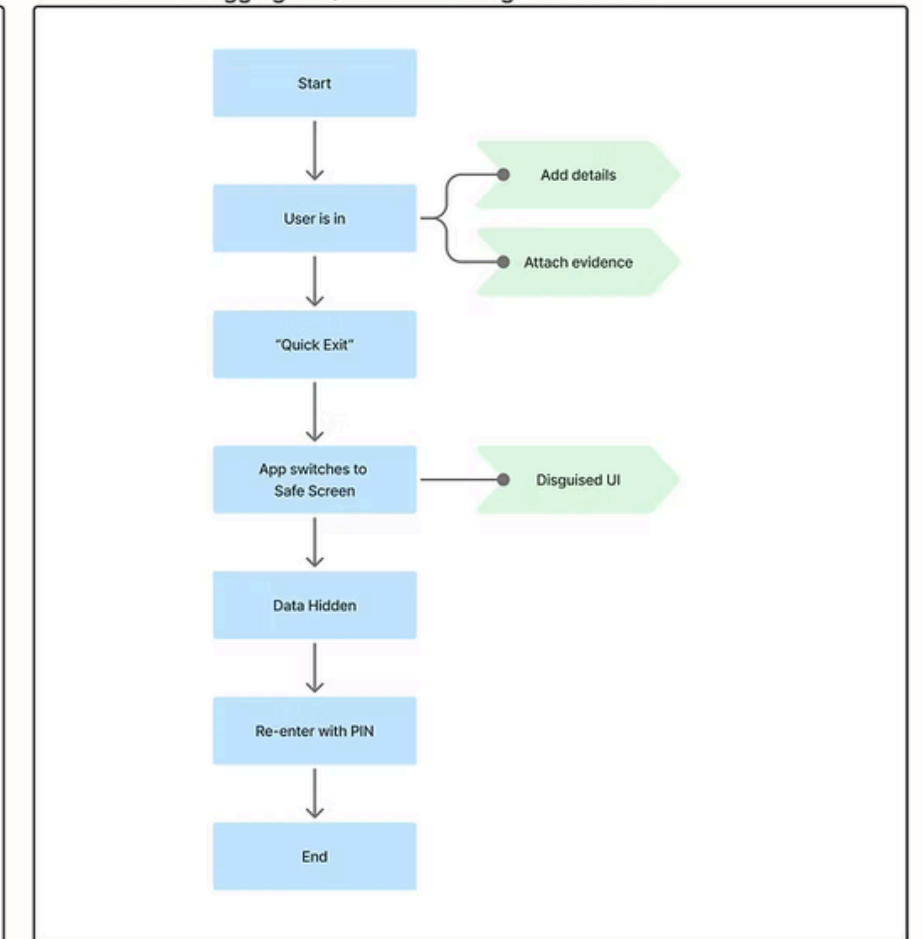
Flow 2: View Timeline → Switch to Graph → View Trends



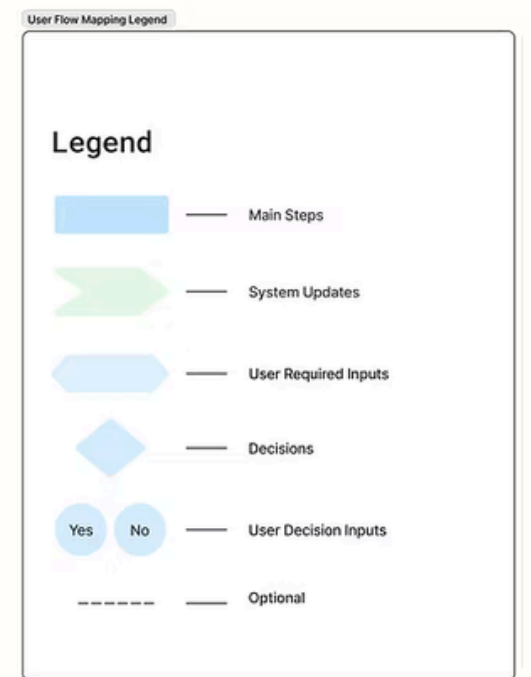
Flow 3: Select Entry → Export → Generate PDF



Flow 4: Active Logging → Quick Exit → Disguised Screen

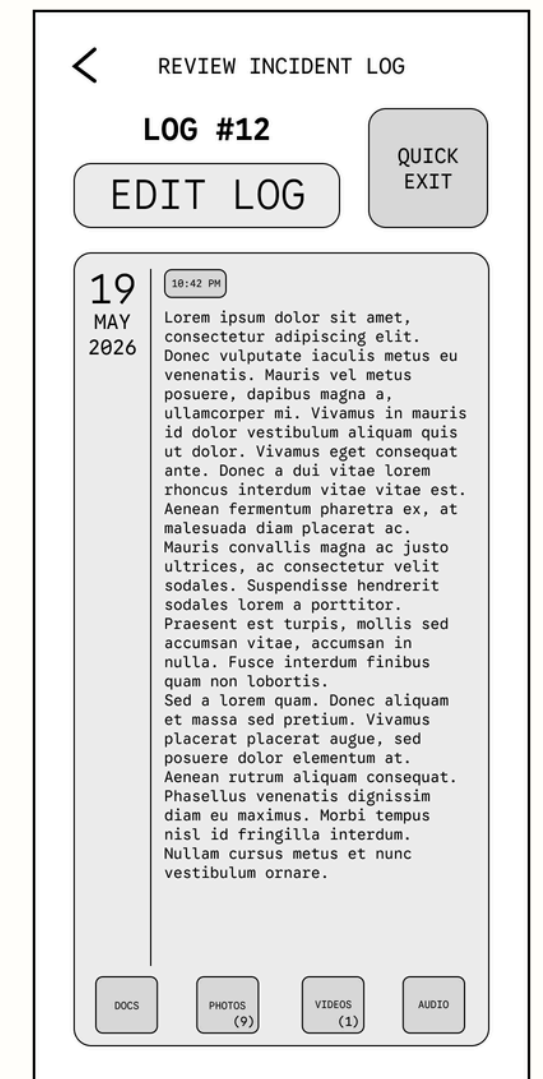
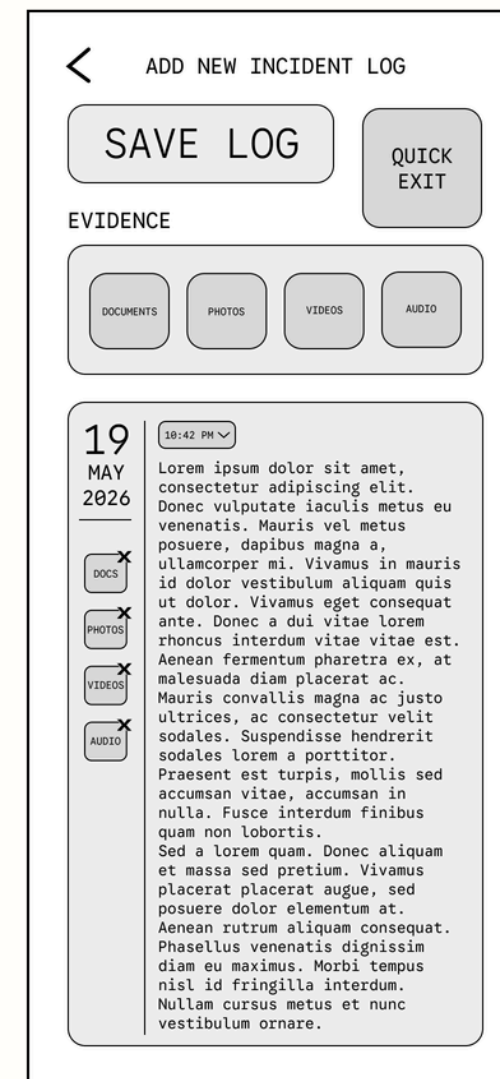
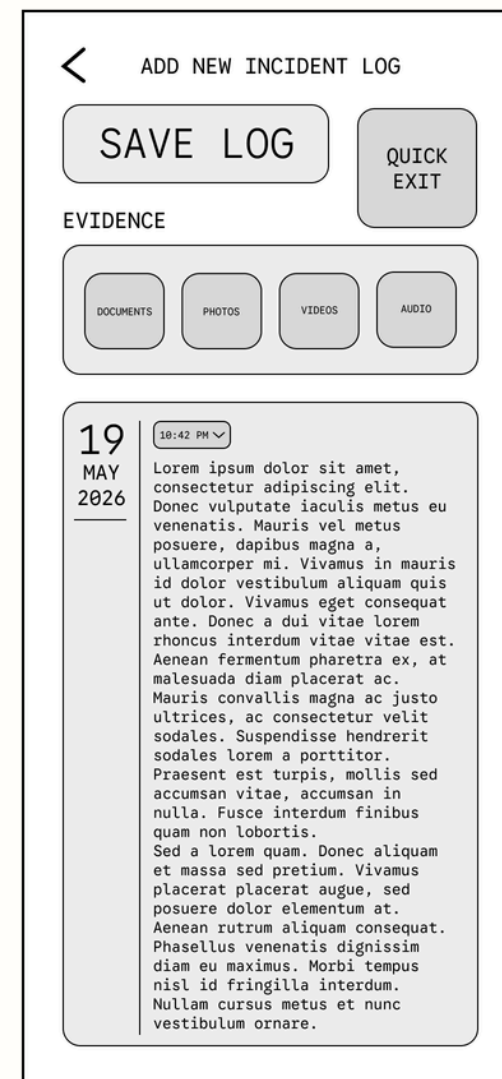
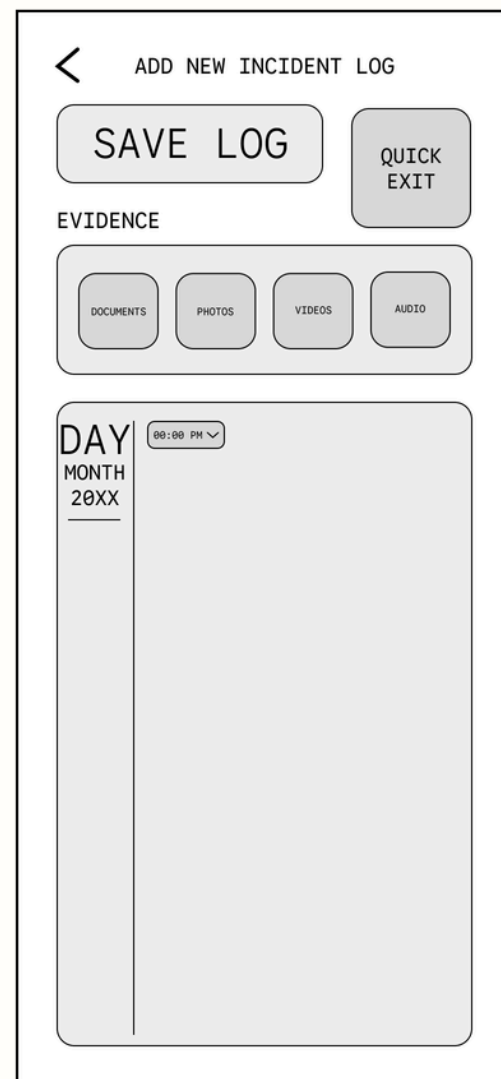
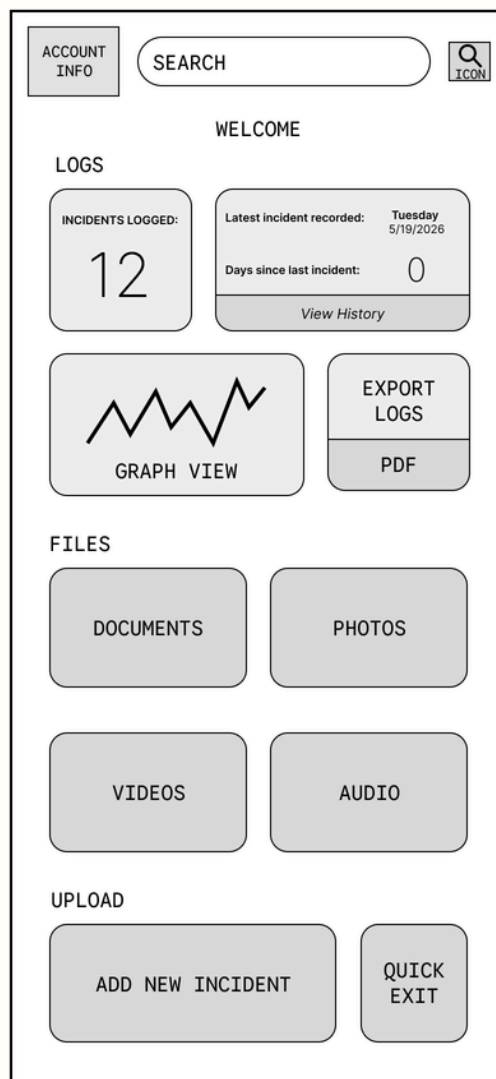
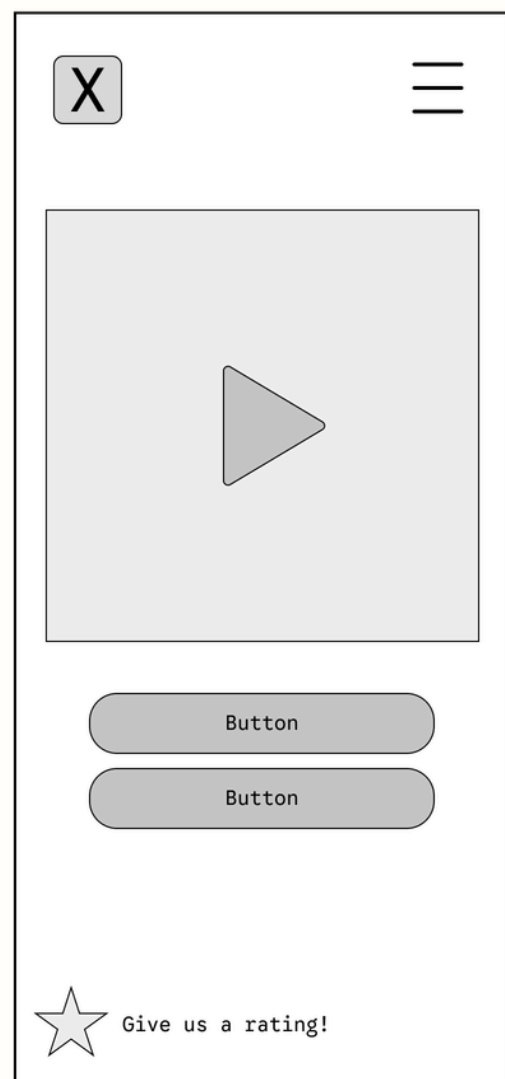


I began the design process by creating a sitemap to define the app's structure and organize its core features. This provided a foundation for planning navigation and user flows before moving into wireframing and prototyping.



User Flows & Prototype

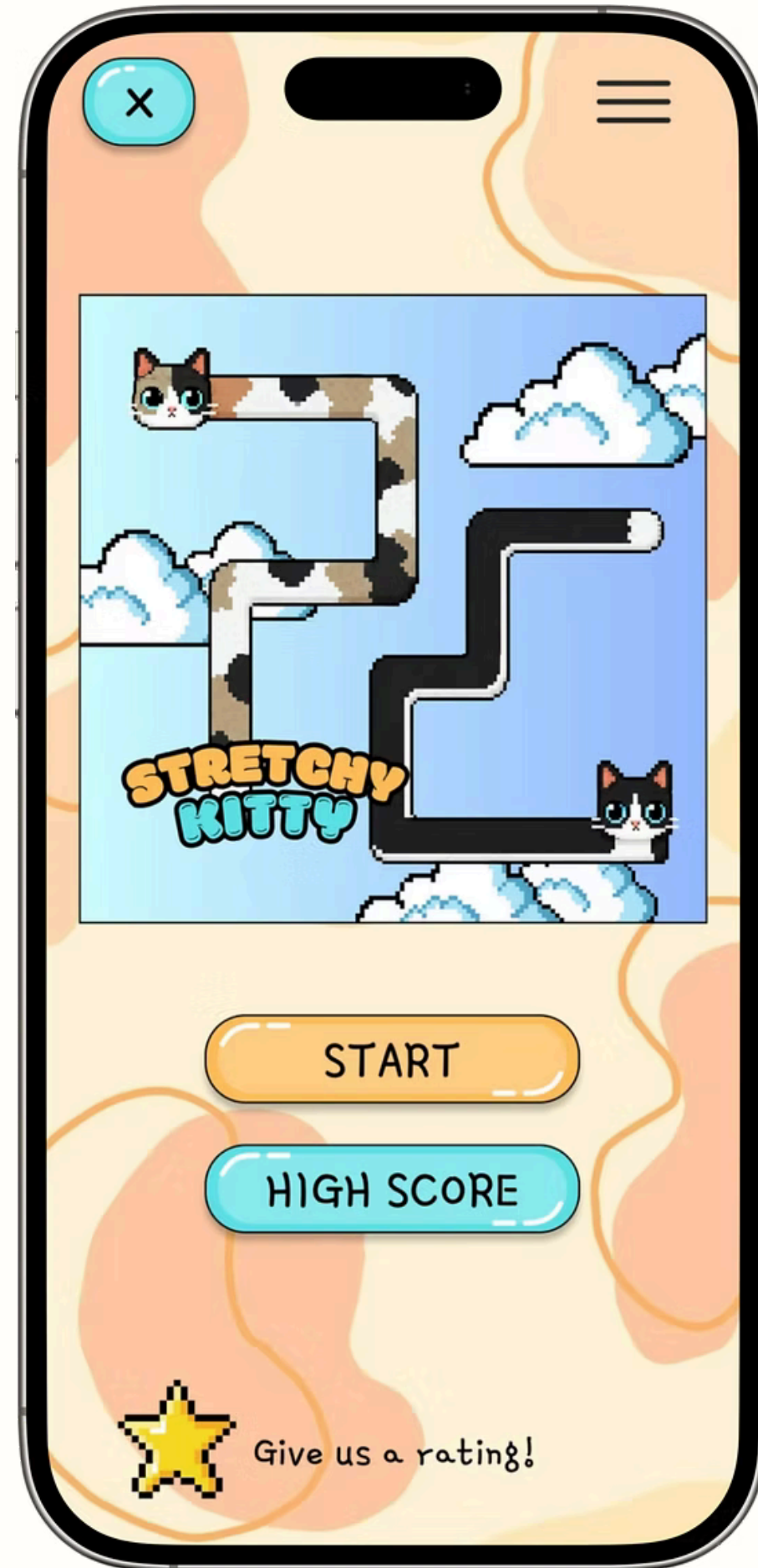
The user flows are currently being designed as part of an interactive low-fidelity prototype. Building the prototype alongside the flows makes it easier to see how each screen connects and make changes as new features are added.



Visual Design

Although the app is still in development, I created the home screen early to establish the visual direction of the project.

Because the app is intended to remain discreet, the interface was designed to resemble a casual mobile game rather than a domestic violence resource.



The home screen serves two purposes:

An actual playable game (classic snake game, retextured to fit the cute cat aesthetic).

A way to access the main app to track incidents and prepare evidence for court use in both digital and printable PDF form.

Current Status



- ✓ Information architecture completed
- ✓ Home screen visual direction established
- ✓ Low-fidelity prototype in progress
- ✓ Primary user flows in progress
- Additional screens and interactions currently being designed

This project is actively being developed. The information architecture has been completed, and the current focus is expanding the interactive prototype, designing additional user flows, and completing the remaining application screens.

What's Next?

Complete remaining user flows - Finish responsive prototype - Design remaining screens
Conduct multiple rounds of usability testing - Build a functional mobile app

