

Josephine Shin

User Experience Designer | Atlanta, Georgia | josephine.y.shin@gmail.com | josephineyshin.com

EXPERIENCE

Clover, Product Designer

Atlanta, GA | Sept 2025 - Present

- Led a redesign of the Clover Gift Cards app across 3 hardware platforms, piloting a new Android design system that was validated as the standard for all future POS initiatives
- Designing user flows and wireframes for adding a new payment method (Pay by Bank) across POS, web, and mobile ecosystems.

Fiserv, UX Designer

Atlanta, GA | Jun 2023 - Sept 2025

- Driving UX strategy and research for Clover loyalty on the merchant dashboard, defining design for rewards, onboarding, and program dashboards.
- Designed an automated alert system eliminating 40% of manual workflows scaling operational efficiency for enterprise processes and clients.
- Delivered operational efficiency gains by redesigning bank account origination workflows, identifying critical gaps and streamlining high-volume processes.
- Led design strategy for enterprise CRM serving 90,000+ users, reducing ticket creation friction and improving client self-service adoption
- Conducted user research and prototyped solutions for an AI-powered customer service feature reducing average handling time by 25%

Huneebee Project, Web Design and Marketing Intern

New Haven, CT | May - Aug 2022

- Enhanced accessibility on the company website and created comprehensive marketing materials that increased brand awareness
- Created social media content and promotional materials for events, driving higher attendance

EDUCATION

Yale University

New Haven, CT | 2019 - 2023

B.A. Computing and the Arts
(Computer Science & Graphic Design)

DESIGN

Design Thinking
Iterative Design
Prototyping
UX Design
User Research
Usability Testing
Visual Design
Wireframes

DEVELOPMENT

C
CSS, HTML
D3, Javascript
Python

TOOLS

After Effects
Canva
Figma
Illustrator
Indesign
Photoshop