

# Nayoung Kim

UX Researcher

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## ABOUT ME

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Technology and services are constantly changing, and the human user is always at the center of it all. Design services around the human user. As a UX researcher, I want to be the bridge that bridges the gap between user needs and services.

## EDUCATION

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Sep 2021 – Aug 2023      **Yonsei University**, Seoul, Korea, Republic of

- Master of Science in Industrial Engineering
- Major: Human-Computer Interaction (HCI), Advisor: Yong Gu Ji
- GPA: 4.06 / 4.3

Mar 2017 – Aug 2021      **Sungshin Women University**, Seoul, Korea, Republic of

- Bachelor of Social Science
- Major: Psychology
- GPA: 4.11 / 4.5

## WORK EXPERIENCE

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Sep 2024 – Present      **UX Lead, AI Robotics Lab, Sogang University**, Seoul, Korea, Republic of

(Project 1) Elderly-friendly Shared Autonomy for Teleoperated Robots in Superaged Society

(Project 2) Development of a continual intelligence-enhancing Raas framework based on human-robot shared control

- Designed LLM based robot teleoperation interfaces and conducted usability test for AI robotic systems.
- Designed end-to-end interaction flows, from early concept to high-fidelity prototype
- Collaborated with engineers to align technical development with use centered design principles.
- Conducted psychology-based human-robot interaction (HRI) research and published findings.

Sep 2023 – Feb 2024      **UX Researcher, AI Robotics Institute, Korea Institute of Science and Technology (KIST)**

(Project) Advanced Technology Development Project for Efficient Installation and Operation of Quarantine Treatment Facilities

- Planned AI robotic control services for quarantine treatment facilities and conducted scenario-based usability evaluations.
- Designed psychology-based AI robotic research as part of individual studies and presented findings at IROS.

## Project

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- Aug 2023 – Feb 2024    **Investigating Behavioral and Cognitive Changes Induced by Autonomous Delivery Robots in Incidentally Copresent Persons**  
: Individual research funded by Korea Institute of Science and Technology (KIST) project of Intelligence on Multi-Robot Autonomy
- Autonomous delivery robot UX planning and validation
  - IROS Conference presentation
- Aug 2021 – Feb 2022    **Interface Optimization Research for Autonomous Driving UX**  
*(in collaboration with Hyundai Motor company)*
- Conducted user research to identify pain points and needs in existing infotainment systems.
  - Designed multimodal infotainment interfaces, including navigation, to enhance UX.
  - Performed usability test and data analysis to validate the enhanced system.

## PUBLICATIONS

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- Mar 2026    **Kim, N., ... & Lee, S.**, Beyond Assistance: Self-Motivated Engagement of Older Adults with Robots in Everyday Life. *International Journal of Human-Computer Interaction* (Under Review)
- Nov 2025    **Kim, N., ... & Nam, CJ.** Hey, Robot! Don't Cut in Line: Designing Queuing Behaviors of Delivery Robots with Multiple Stakeholders. *IEEE Robotics & Automation Letters* (Under Review)
- Nov 2025    Lee, JH., ..., **Kim, N.** & Nam, CJ. HEART: Coordination of Heterogeneous Expert Agents for Physically Grounded Robotic Task Planning. *IEEE Robotics & Automation Letters* (Under Review)
- Nov 2025    **Kim, N., ... & Nam, CJ.** Mitigating Barriers to Workforce Engagement Associated with Aging: Designing Situation-Aware Interfaces for Teleoperated Robots., *International Journal of Social Robotics* (Under Review)
- Sep 2025    Lee, S., ... **Kim, N.** & Nam, CJ. Human Factor-Aware Adaptive Task Allocation for Multi-Human Multi-Robot Remote Supervision. *IEEE Transactions on Human-Machine Systems* (Under Review)
- Aug 2023    Shin, H., **Kim, N., ... & Ji, Y. G.** (2024). Evaluating and eliciting design requirements for an improved user experience in live-streaming commerce interfaces. *Computers in Human Behavior*, 150, 107990.

## CONFERENCE PRESENTATIONS

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- 2024    **Kim, N., & Kwak, S. S.** (2024, October). Investigating Behavioral and Cognitive Changes Induced by Autonomous Delivery Robots in Incidentally Copresent Persons. In 2024 IEEE/RSJ International Conference on Intelligent Robots and Systems (IROS) (pp. 2514-2519). IEEE.
- 2023    **Kim, N., ... & Kim, S.** Analysis of User Experience Requirements for Continuous Use of Digital Healthcare Services for Female Infertility. *PROCEEDINGS OF HCI KOREA 2023*, 402-407

2022 **Kim, N., Kim, G., Ji, Y.G.,** Differences in User Information Perception Depending on the Delivering Modality of the Voice Assistant’s Search Results in a Driving Situation., *Proceedings of the ESK Conference 2022*, 284.

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## **PATENT**

Dec 2024 **Kim, N., Kim, S.** “A Medication Management Device Capable of Detecting Emergencies.” Korea Patent (10-2747601-0000)

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## **AWARDS**

Jun 2022 **Grand Award Smart Pillbox: Elderly Emergency Detection Pillbox for Sustainable Society**  
: Smart City Platform Idea Awards, Yonsei University  
• Grand Award, Team Work

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