

christinelee

User Experience Designer

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Experience

Product Designer at Yesware

Jan 2015 - Present

- Lead Designer for the Manager Initiatives project, which culminated in 3 new reports used by all Yesware Premier managers
- Led 9 cross-functional sketch sessions with designers, engineers, Product Managers, and other internal stakeholders to brainstorm potential solutions for addressing users' pain points
- Conducted user research with Product Managers to understand users' pain points and business goals
- Continually tested, validated, and iterated on potential and existing solutions to ensure that the proposed solution will help users achieve their goals

Customer Confidence Advocate at Yesware

2013 - 2015

- Onboarded, trained, supported, and continuously delivered value to 83 Enterprise accounts
- Maintained various channels of communication (email, gchat, phone, live demos, Postwire, blog posts, Twitter, etc) to relay best practices to both sales managers and individual reps
- Served as a liaison between customers and our Product/Engineering teams to relay feedback and pain points, ensuring that the customer's voice was well heard

Education

Bloc, UI/UX Track

May - Sep 2015

Wellesley College, B.A. Architecture

Skills

User Experience (UX)
User Interface (UI)
Interaction Design
User Research
User-Centered Design
Usability Testing
Rapid Prototyping
Wireframing
HTML
CSS
jQuery

Toolbox

Sketch
InVision
Illustrator
Photoshop
Niice
Pen
Paper

Organizations

UX Boston