

SUMMARY

Designer with 11+ years of experience bridging design and development. Computer science background with 3 years in web development, followed by 8 years crafting user-centered products through UX design, user research, and product strategy. Unique ability to speak both designer and developer languages, building solutions that are beautiful, functional, and technically sound. Proven track record leading cross-functional projects and translating complex requirements into intuitive experiences. Open to product design, UX design, or solutions consultant roles leveraging my technical and design expertise.

WORK EXPERIENCE

Solutions Consultant | Freelance | crystal2cross.github.io

Jan 2025 - Current

Work with clients to understand their processes and provide solutions as needed per contract assignment.

Bereavement | Career break

Aug 2024 - Dec 2024

UX/UI Designer | Novo Nordisk | novonordisk.com

Feb 2024 - Jul 2024

Novo Nordisk, the pharmaceutical company behind such brands as Ozempic and Wegovy, is aimed at defeating serious chronic diseases with a long heritage in diabetes. At Novo Nordisk, I worked as one of three designers on a cross-functional team consisting of a product manager, data scientist, and software developers. My responsibilities included: developing UI mockups and prototypes illustrating how features work; documenting user flows; conducting exploratory testing; logging UX issues and tracking fixes; and working independently to plan, execute, analyze, and deliver insights from user testing to stakeholders and the team.

UX/UI Designer | Nordea | nordea.com

Apr 2022 - Jan 2024

Nordea is the largest bank in the Nordics with over 60 designers across Denmark, Sweden, Finland, and Poland. At Nordea, I was one of nine designers on a multidisciplinary design team designing for the home loans area of the bank. My responsibilities included: participation in quarterly PI planning events according to the SAFe framework; developing UI mockups and prototypes using Nordea's design system; and working with user researchers to plan, execute, analyze, and deliver insights for research projects in the form of user interviews and tests.

Product Designer | tamigo | tamigo.com

Sep 2020 - Mar 2022

tamigo is a cloud-based workforce management solution. At tamigo, I led design on one of two cross-functional teams consisting of a product manager, software developers, and QA. My responsibilities included: developing UI mockups and prototypes for specifications illustrating how features work; building and maintaining a design system; and ensuring the UX design dimension of tasks through the entire development process for all platforms.

User Experience Solution Testing in R&D | BLUETOWN | bluetown.com

Jan 2019 - Aug 2020

BLUETOWN provides low-cost, sustainable Wi-Fi solutions to connect people in rural areas and emerging markets. While at BLUETOWN, I worked with colleagues across electrical, networking, and software engineering disciplines as well as business to ensure a good and cohesive user experience of BLUETOWN products. My responsibilities included: outlining requirements & acceptance criteria for our content, billing, and payment solutions; documenting user flows; conducting exploratory testing; logging UX issues and tracking fixes.

Product Designer | Hypefactors | hype.news | hypesfactors.com

Aug 2018 - Dec 2018

Hypefactors is a cloud-based PR and marketing management solution. My responsibilities included: conducting user interviews and user testing; documenting user flows; improving the onboarding flow of Hype.News; and UI design of Hypefactors subscription previews. As the only product designer, I worked closely with the CEO, CTO, and head of marketing in order to align business and design goals with tech strategy.

CRYSTAL CROSS

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ADDITIONAL WORK EXPERIENCE

Product Designer | Retalent | retalent.io

Dec 2017 - Jul 2018

Retalent is a cloud-based hiring tool that combines research in psychometrics, psychology, and behavioral neuroscience with machine learning to help companies hire better and retain existing talent. As Retalent's first product designer, I worked closely with the company's CEO to ensure an optimal user experience across the application. My responsibilities included: UI design of dashboards and job simulation assessments; responsive design of the homepage; maintaining the branding and style guide; and print design for the startup's white paper.

Product Designer | Trusted Health | trustedhealth.com

Sep 2017 - Dec 2017

Trusted Health is a cloud-based job platform for nurses. The platform connects job seekers to a marketplace of healthcare employers as well as helpful tools to assist nurses throughout their career journey. As an early designer, I was a member of a 5-person team that helped launch the application. My responsibilities included: competitive & comparative analysis; conducting surveys and user interviews; developing user personas; designing the onboarding flow; maintaining the branding and style guide; and developing visual assets for social media.

Solutions Consultant | Freelance | crystal2cross.github.io

May 2016 - Sep 2017

Work with clients to understand their processes and provide solutions as needed per contract assignment.

Web Developer | AppDirect | appdirect.com

Apr 2015 - Feb 2016

AppDirect is a cloud service platform provider enabling people to create, find, buy and manage software in the cloud. As a member of multiple engineering teams, I helped to: develop AppDirect's OAuth management panel; design and implement a themed partner marketplace for Hawaiian Telecom; and troubleshoot issues and bugs for a catalog of high-profile partners. Technologies used: HTML, CSS (Sass), JavaScript, and Backbone.Marionette.

Web Developer | Sungevity | sungevity.com

Jun 2014 - Apr 2015

Sungevity is a solar power provider helping the world run on the sun. As a member of multiple engineering teams, I helped to develop their customer portal and Instant IQuote (IIQ) iPad web application, a sales tool used by field members in Lowes hardware stores and marketing events. Technologies used: HTML, CSS (Sass), JavaScript, JQuery Mobile, and AngularJS.

Web Developer Internship | Moovweb | moovweb.com

Mar 2014 - Jun 2014

Moovweb is a company offering technical implementation solutions that allow businesses to transform their desktop-only websites to mobile and tablet experiences. As a member of a 3-person developer team, I helped to transform Forever21's desktop-only website into a responsive online retail experience utilizing HTML, CSS (Sass), JavaScript, and various JavaScript libraries including jQuery, Tritium, and Uranium.

SKILLS

Tools: Word, Excel, PowerPoint, Ticketing systems (e.g. Jira, Zendesk), Figma, Maze, Lyssna

Design: Information Architecture, User Research, Personas, Prototyping, Wireframes, Usability Testing

Technical: HTML, CSS, JavaScript, Git

PROFESSIONAL TRAINING

General Assembly, User Experience Design Immersive

May 2016 Cohort

EDUCATION

Bachelor's Degree in Computer Science at University of California, San Diego (UCSD)

Class of 2013