

**Emily Porat**  
**Senior Product Designer**  
designing enterprise tools for complex systems

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EXPERIENCE

**Orchard NYC**

Senior Product Designer Aug 2022 - Nov 2023  
Product Designer Sep 2021 - Aug 2022

- Owned product design from conception to implementation on O-1 and redesign projects focused on driving internal efficiency by automating & simplifying complex real estate workflows.
- Improved configuration tools that system admins use to create deal templates: automated template re-application and added new filters, saving users 5+ hours per week.
- Built a net-new home shopping dashboard that improves insight into customer behavior, increasing user satisfaction 26% and saving \$1000s in Salesforce licensing costs.
- Introduced a net-new customer activity feed that surfaces text, call, and email data via Dialpad integration so agents can better understand customer behavior.
- Sped up the customer booking contract generation workflow 10x by simplifying data requirements, automating key steps, and removing dependencies from other teams.
- Initiated proactive, recurring user research to inform the platform's 2023/24 product & UX vision.

**Deloitte Digital Washington DC**

UX Designer May 2021 - Aug 2021  
Junior UX Designer Jul 2019 - May 2021  
UX Design Intern Summer 2018

- Improved digital experiences across 20+ discovery and redesign projects for government and nonprofit clients.
- Tackled complicated and ambiguous design problems across food, housing, and health sectors for both enterprise and consumer-facing systems.
- Launched and led a 3-month mentorship program for junior designers.

**Florida Community Innovation Remote**

Lead Product Designer Jan 2021 - Jan 2022

- Led user research and co-led design as a part-time volunteer for the Florida Community Resource Map, a search tool that simplifies finding social services in Florida.
- Conducted interviews and usability testing, synthesized findings via affinity diagramming and product visioning workshops, and co-led design for our third release.

EDUCATION

**Carnegie Mellon University Pittsburgh, PA**

Bachelor of Science 2015 - 2019  
Major: Information Systems, University Honors  
Minor: Human-Computer Interaction

SKILLS & TOOLS

- |                          |                          |
|--------------------------|--------------------------|
| Wireframing              | Affinity Mapping         |
| Prototyping              | Journey Mapping          |
| Information Architecture | Personas                 |
| Design strategy          | Design Systems           |
| User Research            | Figma                    |
| Usability Testing        | Storybook                |
| Heuristic Evaluation     | Miro / Mural / Whimsical |