Katherine McCormack

Allston, MA - Email me on Indeed: indeed.com/r/Katherine-McCormack/175789a2d594bb50

To be the primary advocate for end users during technology project lifecycles, beginning with project inception and conceptual
design, carrying through to final implementation. To work in a fast-paced, interactive and collaborative environment, where
individuals are rewarded for their contribution toward developing and implementing innovative solutions for existing business
needs.
Willing to relocate to: Allston, MA
Authorized to work in the US for any employer

WORK EXPERIENCE

UX Designer
IT at The Hanover Insurance Group   -   Worcester, MA - September 2014 to July 2017

Responsible for all User Experience deliverables during the software delivery process. Conducts User Experience research including
UX risk analysis, personas, ethnographic research, journey mapping and usability evaluations. Collaborates with business leaders
and application developers in an iterative manner to wireframe, mockup and prototype UI designs that meet the users' needs while considering platform restrictions. Delivers final designs to development team and coordinates with quality analysts to ensure
implementation of the design.
Project Achievements:
● President's Service Award Winner 2016: Personal Lines BPM Solution
● UX lead on 8 agile teams implementing new point of sale systems for Personal and Specialty Insurance lines. Researched
designs through formal usability processes and delivered results to the project team. Resulted in technology updates to improve the end user experience as well as construction of training resources utilized during product launch.
● Reduced internal operations transaction processing time by an average of 1 second/trx through implementation consistent
screen designs in the Personal Lines BPM platform, ultimately saving business partners up to $4,000 annually.
● Designed email process that provides critical information to all personal lines customers, resulting in a reduction of service
calls/follow-ups. Estimated savings of $25,000 annually.
● Designed Specialty lines Optometrists white label quote site as a baseline model for an improved lead generation process.
● Developed personas for the enterprise and utilized to build empathy within IT project team rolling out Microsoft Office 365
collaboration tools.
● Conducted research on customer experience when policies convert to a new pricing structure. Journey mapped the experience and delivered to executive sponsors. Journeys drove realization of potential experiences and led to critical
discussions about innovating solutions to mitigate risk of losing customers due to poor experiences.

Business Analyst II, CL Operations
IT at The Hanover Insurance Group - February 2012 to September 2014

Strong focus on process improvement through design and implementation of database systems and streamlined workflows.
General functions included project management, requirements gathering, process design and improvement, business support via
data querying and metrics reporting, data analysis and identification of opportunities to reduce waste/gain competencies. Led
strategic value-add initiatives across multiple business units.
Project Achievements:
● Designed, developed and implemented an escalation process for critical transactions. Turnaround time reduced by 49%
from 4.3 days to 2.2 days.
● Developed a workflow management solution for the policy coding team. Saved 1 FTE per year by eliminating manual
transaction trackers.
● Designed a capacity and quality optimization dashboard. Pilot team improved quality by 7% over 2 months due to daily
line of sight into transactional mix for each associate.
● Designed and implemented various rating tools which significantly reduced manual effort required for processing. Quote
process handle time for commercial garage policies reduced by ~30%.

Loss Control Consultant
IT at The Hanover Insurance Group - June 2011 to January 2012

Performed risk evaluations for commercial businesses in relation to each provided coverage. Analyzed historical losses experienced by the customer. Reported and summarized findings for underwriters and agents.

Administrative Assistant
WPI Facilities at Worcester Polytechnic Institute - August 2008 to May 2011

Administrator
Frozen Ropes Natick - November 2006 to May 2011

EDUCATION

B.S. in Management
Worcester Polytechnic Institute
August 2007 to April 2011

SKILLS

ethnographic (2 years), Microsoft Office (2 years), MS OFFICE (2 years), prototype (2 years), usability (2 years)

LINKS

http://www.linkedin.com/in/katherinemccormack

ADDITIONAL INFORMATION

Skills & Expertise

Design, User Research, Wireframing, Usability Evaluations, Prototyping, Ethnographic Research, Personas Creation, Agile Software

Delivery, Waterfall Software Development, Business Analysis, Microsoft Office, Microsoft Access, Visual Basic, Customer Service,

Process Improvement, Databases, Project Management, Creative Problem Solving, Project Execution, Collaborative Leadership,

Persuasive Writing, Brainstorming, Root Cause Analysis, Risk Management, Program Management, Change Management,

Teamwork, Insurance, Requirements Documentation