Anna Kahrs

hello@annakahrs.com | Grand Rapids, MI, USA | LinkedIn | Portfolio

Summary

I help teams untangle complexity, shape information, and build experiences people can actually use. Thoughtful research, strong structure, and purposeful design guide everything I create.

Professional Experience

University of California - San Francisco

Lead UX Designer (Remote)   *December 2023 - Present*
- Lead design system–level work for enterprise Drupal platform, defining reusable patterns and standards across multiple sites
- Guide information architecture strategy through content audits, user needs analysis, and collaborative working sessions with clients, shaping site structures that stay aligned across multiple platforms
- Plan and run usability tests, card sorting studies, and user interviews that reveal patterns, validate design choices, and inform IA and content decisions
- Design low and mid fidelity wireframes and iterate and refine based on qualitative and quantitative feedback, while upholding WCAG 2.1 requirements

Service Designer   *October 2018 - December 2023*
- Supported the Library's digital and instructional teams by conducting user research to uncover needs of students, faculty, and researchers
- Created wireframes, interface concepts, and visual design assets used in web content, presentations, and instructional materials
- Helped clarify user needs and pain points through interviews, observations, and stakeholder conversations, informing improvements to library services and digital content
- Contributed to the broader service design efforts by providing user-centered evidence that shaped team conversations and priorities

Indiana University - Bloomington

Information Architect UX Intern   *August 2017 - March 2018*
- Supported workshops, stakeholder sessions, and user research that informed project direction and identified usability needs
- Refined user interface assets and interface patterns
- Built and refined site content using Cascade CMS, turning UX and IA decisions into production-ready pages

Certifications

NN/g (Nielsen Norman Group) Certificate in User Experience, with *Specialty Recognition in UX Research*

Skills

Core Skills: User Research, Information Architecture, UX Writing, Survey Design, Prototyping, Prototyping, Interaction Design
Frameworks & Methods: User Interviews, Card Sorting, Product Requirement Definitions, Journey Mapping, Personas, User Flow Diagrams, Design Thinking, Drupal
Relevant Tools: Figma, Adobe Creative Suite, ChatGPT, Qualtrics, Lovable, Loom, Figjam, Miro, GitHub

Education

Indiana University - Bloomington   **August 2015 - May 2018**
Master's, Information Science

Indiana University - Bloomington   **August 2015 - May 2018**
Master's, Library Science

Kendall College
Bachelor's, Art History