Anna Kahrs

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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
- Lead 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*
- Collaborated with stakeholders to define goals, shape service concepts, and align on user needs
- Led user research, created workflows and prototypes, facilitated workshops, and partnered with teams to deliver scalable digital services

Indiana University - Bloomington

Information Architect UX Intern   *August 2017 - March 2018*
- Developed user experience and information architecture projects through user research, wireframes, prototypes, and documentation
- Refined user interface assets and interface patterns

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

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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