

Katie Riker

908-601-7060
KatieRikerUX@gmail.com
www.katieriker.com

Work Experience

Pegasystems, Cambridge, MA.

User Interface Designer (2014-Present)

Associate User Interface Designer (2012-2014), Vertical Frameworks Intern (2011-2012)

- Primary designer for the insurance industry team, providing designs for insurance applications for underwriting, claims, customer service and sales. Worked with teams building applications for personal auto, personal life, group life, commercial auto, multi-national liability, and other property and casualty insurance products.
- Designer for various other applications such as, expense submission, customer service, sales agent management, and survey creation.
- Wireframing, designing, and prototyping primarily with Adobe Illustrator, Adobe XD, Balsamiq and Marvel.
- Awarded for exceptional design for Pega Group Underwriting's initial release.
- Work in the context of a distributed team structure, with members in MA and India.
- Worked on creating a style guide for designers using Pega, published at design.pegacom
- Designed a customer-facing application with Facebook integration for personal auto quoting.
- Integral member of UI team for sales demos created for international and domestic audiences, including:
 - o Maternity services and benefit management for a German firm.
 - o Personal lines sales application for a Japanese firm.
 - o Incident management and tracking for offshore drilling for a Texan firm.
- Created and maintained personas for Pega's strategic insurance applications, and developed a persona template that was used across all industry applications at Pegasystems.
- Conceived of and led development of an internal UI framework to use for all of Pega's industry applications. Developed this framework using Pegasystems proprietary tools and HTML/CSS.
- A leader in UI/UX enablement within the company. Developed and taught UI/UX sessions for sales engineers, new hires, and seasoned developers. Served as a primary resource for internal UI upgrades. Frequently consulted by groups inside and outside of my development teams for assistance and expertise.

Education

Tufts University, B.S. Engineering Psychology (Human Factors).

Graduated Cum Laude, May 2012.

Programs, Applications, and Skills

Design products such as Adobe Illustrator, Photoshop, and Fireworks.

Prototyping tools such as Axure, Marvel, Invision, and Adobe XD.

HTML/CSS.

Usability testing.