KATHERINE STEIN

I am passionate about creating positive interactions between humans and technology. A proven UX/UI Engineer within the start up space, with a track record of designing innovative, user-centric solutions. I strive to design seamless experiences that not only meet customer needs but also exceed their expectations. Through my versatile skillset, I am able to collaborate with cross-functional teams to deliver high-quality products that enhance user engagement and drive business growth.

◎ Portsmouth, New Hampshire
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AREAS OF EXPERTISE

◎ Figma	◎ Redux	◎ Jenkins	◎ User Testing	◎ Wordpress
◎ Typescript	◎ Angular	◎ REST APIs	◎ Product Management	◎ Agile Scrum
◎ JavaScript	◎ CSS/Sass	◎ Jira	◎ Functional Requirements	◎ Maze
◎ React	◎ HTML	◎ Github	◎ Customer Relationships	◎ Adobe

PROFESSIONAL EXPERIENCE

BevSpot | Boston, MA

BevSpot is a cloud-based software startup that provides inventory management and sales analytics solutions for the hospitality industry. In a startup environment, my title is UX/UI Engineer but wear the hats of Product Designer and Product Owner.

UX/UI ENGINEER | AUGUST 2022 - CURRENT

- Lead product designer, taking ownership of the entire design process from ideation to delivery and communicating design decisions effectively to stakeholders
- Conduct user research and usability testing to inform design decisions, iterating on designs based on user feedback and analytics data
- Design UIs in Figma, including wire-framing, prototyping and developing high-fi mockups
- Work closely with engineers to ensure seamless integration of UI designs into codebase, using best practices for responsive design and accessibility
- Implement front end UIs in React/Redux product using Typescript, HTML and Sass
- Communicate all feature acceptance criteria for engineering stories within Jira
- Ensure that UX/UI backlog prioritization is focused on delivering customer-friendly solutions quickly and efficiently

Engageware (via acquisition of SilverCloud) | Tewksbury, MA

Engageware is a customer engagement software company that offers personalized communication solutions for banks and credit unions. After the acquisition, my title was UX/UI Designer but acted as Product Owner and as the sole member of product team from 01/2022 - 07/2022.

FRONT END ENGINEER | JANUARY 2022 - JULY 2022

- Contributed to the front end development of features in React and Angular using Typescript, HTML and Sass
- Collaborated across organizations to confirm that all features and bug fixes met functional and technical requirements
- Led a team of six engineers as the primary Product Designer for all features
- Assisted and mentored back end focused engineers with front end development of their features
- Worked with team that followed a structured agile development process filling role as Product Owner
- Performed QA on all UIs and application components to verify their proper functionality

PRODUCT DESIGNER | FEBRUARY 2021 - JANUARY 2022

- Designed prototypes from user flows, low-fi sketches, to high-fi designs and incorporated feedback to refine the design
- Analyzed usability testing findings with Product Manager to improve the prototype
- Collaborated with Product, Engineering and Professional Services to collect technical and functional requirements
- Authored engineering requirements and worked closely with Engineering during development serving as a UX/UI QA
- Effectively prioritized backlog tasks while ensuring alignment with the product roadmap

EDUCATION

B.S. MATHEMATICS
Saint Michael's College, 2014
Burlington, Vermont
Varsity Soccer, Captain

CONTINUING ED

UX DESIGN COURSE
General Assembly
Boston, MA

JAVASCRIPT COURSE
General Assembly
Boston, MA

PHP OVERVIEW CLASS
Girl Develop It
Boston, MA

ADOBE SUITE COURSE
General Assembly
Boston, MA

COMMUNITY INVOLVEMENT

WEBSITE & GRAPHIC DESIGN
IGotBridged
Portsmouth, NH
2021 - Currently Involved

SilverCloud | Portsmouth, NH

SilverCloud was a B2B SaaS company that offered knowledge management, chatbots, ticket management and analytics solutions for the financial services industry. During my tenure, I was crucial in technical and customer support and played pivotal role during acquisition to Engageware as a product expert.

TECHNICAL SERVICES ENGINEER | JUNE 2020 - FEBRUARY 2021
- Produced and presented proof of concepts to senior executives for leveraging the product roadmap
- Leveraged Google's DialogFlow and internal API to search knowledge base and respond via Google Assistant
- Developed endpoints that utilized internal API to send responses from a knowledge base to a third party chat UI
- Utilized Node.js and intents to retrieve data from external APIs and return account data within internal chatbot
- Collaborated with Product to create UX/UI prototypes for virtual assistants that were incorporated into a PWA offering
- Conducted quality assurance checks on all integration requests completed by support team members

INTEGRATION LEAD | DECEMBER 2018 - JUNE 2020
- Spearheaded the creation and deployment of templates to reduce implementation from 40 hours to under 2 hours by executing the templates on all new and existing integrations
- Served as the subject matter expert and primary point of contact for integrations across 200+ clients, offering technical support and guidance on integration-related issues
- Consumed new development features to provide voice of customer feedback prior to deployment
- Implemented a version control process (GitHub) to address the lack of organization and versioning of integrations, improving overall efficiency and coordination

ThirveHive | Boston, MA

ThriveHive was a marketing and lead generation software company that offered tools to help small businesses grow through digital marketing and advertising including website design. During my tenure, I was nearly 2x more efficient than other team members due to extensive knowledge of HTML and CSS.

SENIOR WEBSITE DESIGNER | OCTOBER 2016 - NOVEMBER 2018
- Cut production time from 8 hours to under 4 for all designers on team by identifying the lack of quality code in company templates and re-wrote HTML/ CSS templates to improve repeatability
- Designed and developed visually appealing, user-friendly websites for small business owners, resulting in increased traffic and conversion rates
- Demonstrated leadership by mentoring and training junior designers and providing constructive feedback on their work
- Performed quality assurance checks on all peer website designs for responsiveness, branding and accuracy

WEBSITE DESIGNER | OCTOBER 2015 - OCTOBER 2016
- Recognized as a lead, fulfilling websites 200% more efficiently than company standard
- Worked directly with 35+ small business owners simultaneously, from onboarding to implementation. Built over 150 websites during my tenure using WordPress
- Designed branded websites with a strong focus on user experience and functionality to achieve business goals and increase online presence
- Maintained up-to-date knowledge of design trends and technologies to continuously improve the quality and effectiveness of website designs

Dealer.com | Burlington, VT

Dealer.com is a digital marketing company that provides software solutions and services to automotive dealerships and manufacturers. Services provides include website design, inventory management and online advertising.

DIGITAL CONTENT SPECIALIST | MAY 2014 - OCTOBER 2015
- Created, edited and published digital content including images, videos and text across various online channels such as websites, social media and email campaigns
- Developed and implemented content strategies that align with dealership objectives and target audience needs while staying up-to-date with the latest trends and best practices in digital marketing