

KATHERINE (GARAFFA) STEIN

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EXPERIENCE

Engageware (Formerly SilverCloud) | Portsmouth, New Hampshire

UX DESIGNER (Engageware) February 2021 - Current

- Collaborate with Product Management, Engineering and Professional Services to gather requirements from user needs to technical limitations
- Create designs from user flow -> low-fidelity -> highly interactive prototypes using UXPin receiving feedback throughout the process
- Conduct usability testing of prototypes using Full Story and Pendo
- Work with Product Management to review findings from usability testing to improve prototype
- Write requirements for Engineering and review features during development

TECHNICAL SERVICES ENGINEER (SilverCloud) June 2020 - February 2021

- Created and presented proof of concepts for executives to leverage product roadmap
 - Used Google's DialogFlow fulfillment tool and SilverCloud's REST API to search customer's knowledge base and return responses in Google Assistant and Phone Gateway
 - Developed an endpoint to utilize SilverCloud's REST API to send automated responses from the customer's knowledge base to a virtual assistant on an external communication tool
 - Returned account data from a fintech REST API using Nodejs and Google DialogFlow in SilverCloud's Chatbot
 - Worked directly with the VP of Product to create multiple virtual assistant UX/UI designs that would be used for a new progressive web app offering
 - Used Citrix's ShareFile API to authenticate into ShareFile using OAuth 2.0 Authorization Code Grant to recreate simplified experience for customer within SilverCloud product
- Performed QA for all integration requests to ensure high quality integrations being delivered

INTEGRATION LEAD (SilverCloud) November 2018 - June 2020

- Designed and implemented templates to be used across 200+ customers
 - Templates were adapted and implemented on all new and existing customers; cutting implementation time from 40 hours to under two while improving the quality
- Recognized the lack of version control and organization of integrations. Lead the implementation of a version control process (GitHub) for all integrations
- Consumed new features and products to provide valuable feedback as voice of customer
- Subject matter expert and point of contact on all integrations for 200+ customers

ThriveHive | Boston, Massachusetts

SENIOR WEBSITE DESIGNER September 2016 - November 2018

- Worked directly with 35+ small business owners simultaneously, from onboarding to implementation. Over 150 websites built during my tenure
- Acknowledged as a lead, fulfilling websites 200% more efficiently than company standard
- Identified the lack of consistency and quality in company templates and re-wrote HTML/CSS templates to improve repeatability and cut production time from eight hours to under four

Dealer.com | Burlington, Vermont

DIGITAL SPECIALIST June 2014 - October 2015

- Main point of contact for all 525 Subaru customers to handle website maintenance requests
- Worked with 30+ dealerships on monthly cadence to create campaigns advertisements

SKILLS

CSS/ Sass ★★★★★★
HTML ★★★★★★
UX Pin ★★★★★
Figma ★★★★★
JavaScript ★★★★★
Adobe Suite ★★★★★
REST APIs ★★★★★
WordPress ★★★★★
Agile ★★★★★
Nodejs ★★★★★
React ★★★★★
PHP ★★★★★

EDUCATION

Saint Michael's College

- Bachelor of Science in Mathematics
- Minor in Economics
- Class of 2014
- Captain of Varsity Soccer Team

General Assembly

- User Experience Design
- Introduction to JavaScript

Girl Develop It

- Introduction to PHP

