

<KATHERINE STEIN>

I am passionate about creating positive interactions between humans and technology. 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.

AREAS OF EXPERTISE

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

PROFESSIONAL EXPERIENCE

BevSpot | Boston, MA

BevSpot is a cloud-based software company that provides inventory management and sales analytics solutions for the hospitality industry.

UX/UI ENGINEER | AUGUST 2022 - CURRENT

- Lead designer for the product, taking ownership of the entire design process from ideation to delivery and communicating design decisions effectively to executives
- Design and implement UIs for a React/Redux based product, including wire-framing, prototyping, and developing high-fidelity mockups using Figma
- Conduct user research and usability testing to inform design decisions, iterating on UI designs based on user feedback and analytics data
- Collaborate with engineers to ensure seamless integration of UI designs into codebase, using best practices for responsive design and accessibility
- 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, as well as retail, to improve customer experience and to improve customer experience and loyalty.

FRONT END ENGINEER | JANUARY 2022 - JULY 2022

- Contributed to the front end development of features using React, Angular and Typescript
- Collaborated across organization to confirm that all features and bug fixes met acceptance criteria within a full-stack fintech application
- Led a team of six engineers as the primary UX/UI 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

UX/UI DESIGNER | FEBRUARY 2021 - JANUARY 2022

- Designed prototypes from user flows, low-fi sketches, to high-fi designs and incorporated feedback to refine the product
- Analyzed usability testing findings with Product Management to improve the prototype
- Collaborated with Product, Engineering and Professional Services to collect requirements, from user needs to tech limits
- Authored engineering requirements and reviewed feature development during the development process
- Effectively prioritized backlog tasks while ensuring alignment with the product roadmap

📍 Portsmouth, New Hampshire
☎ 203-581-1030
✉ contact@katiestein.com
🌐 www.katiestein.com

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 is a B2B SaaS company that offers knowledge management, chatbots, ticket management, AI, and analytics solutions for the financial services industry focusing mainly on small to mid sized banks and credit unions.

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 REST API to search knowledge base and respond via Google Assistant
- Developed endpoints that utilized internal REST API to send responses from a knowledge base to a third party chat UI
- Utilized Node.js and Google DialogFlow to retrieve account data from a fintech REST API and return account data within SilverCloud's Chatbot
- Collaborated with Product to create UX/UI prototypes using HTML, CSS and JavaScript for virtual assistants that were incorporated into a new PWA offering
- Conducted quality assurance checks on all integration requests completed by support team

INTEGRATION LEAD | DECEMBER 2018 - JUNE 2020

- Spearheaded the creation and deployment of templates to reduce implementation from 40 hours to under 2 hours by implementing 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

ThriveHive | Boston, MA

ThriveHive is a marketing and lead generation software company that offers tools to help small businesses grow through digital marketing and advertising. Their platform provides features including website design, SEO, social media management, email marketing and more.

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 consistency and quality in company templates and re-wrote templates to improve repeatability
- Designed and developed visually appealing and 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 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. Over 150 websites built during my tenure using WordPress
- Designed visually appealing 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 provided 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

</UX ENGINEER>