KATHERINE HAJER

UX designer, HCI researcher, technical writer, solution finder

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PROFESSIONAL SUMMARY

Versatile UX designer and technical communicator with 15+ years of experience designing intuitive, responsive interfaces and documentation for complex digital platforms. Expert in synthesizing user research, accessibility standards, and cross-functional collaboration to drive scalable product delivery. Proven success developing custom design systems, evaluating analytics for iterative improvement, and building solutions that meet regulatory and business requirements.

EXPERIENCE

Sonar Software — User Experience Developer
June 2022 – June 2025

- Built an internal AI agent that enforced company-wide writing standards across Product and Engineering.
- Led the integration of FCC label regulations using SVG formats for scalable print/web delivery.
- Redesigned account overview UI with card filters, improving data presentation and performance.
- Designed UI for new payment processor integration with built-in controls to prevent user errors.
- Updated core feature UX for multi-service data support, balancing simplicity and risk mitigation.
- Used Pendo analytics to monitor navigation and feature adoption for iterative design.

Symcor, Toronto
Senior User Experience Designer
Nov 2018 – June 2022

- Conducted accessibility audits for WCAG AA and PDF/UA compliance.
- Created responsive, research-based web and print wireframes aligned with federal regulations.
- Led UX research activities including user interviews, comparative analysis, and card sorts.
- Trained colleagues in UX best practices and mentored junior designers.
- Evaluated open-source design systems; helped guide adoption of IBM Carbon Design System.

Senior Business Systems Analyst
Dec 2006 – Nov 2018

- Merged Agile documentation needs with traditional reporting formats through innovative UX-aligned templates.
- Represented UX-related standards on cross-functional committees.
- Led stakeholder collaboration and solution documentation aligned with user-centered design.

KEY SKILLS

Research Proficient at synthesizing general and user-specific qualitative & quantitative data

Responsive web design (HTML/CSS/JS), React, Vue

Web & print layouts (Figma, PenPot, Axure, Miro, MilaNote)

Graphics (icons, dynamic SVG creation, photo editing)

Writing (design standards, user stories, user guides)

Analytics
PowerBI, SQL, Excel pivot tables

Adapts to suddenly-changing situations quickly

EDUCATION

Scrum Master certificate
April 2019

User Experience Design Certificate
December 2018
University of Toronto

Western University
Bachelor of Education, Intermediate/Senior English and Computer Science, 1993

Bachelor of Arts, Honours English Language & Literature, 1992

AWARDS

Appreciation Awards, 2-4 times per year, 2011-2025

Innovation Challenge 2017: 2nd place team member

President's Special Recognition Award, 2004

MENTORSHIP

Mentored team members at work and ADPlist members globally

StatPro (FRI Corporation), Toronto — Senior BSA
Mar 2006 – Nov 2006

- Worked directly with clients to document business requirements with a strong UX lens.
- Built and standardized functional spec templates emphasizing clarity and user experience.

Brookfield (Centract), Toronto
Business Systems Analyst / QA Lead / Trainer
Feb 2002 – Mar 2006

- Designed UI prototypes for real estate admin tools.
- Conducted usability testing and crafted SQL-based quality checks.
- Created and delivered training with UX-informed methodologies.

Webhelp, Toronto — Program Implementation Specialist / Trainer
Jul 2000 – Jan 2002

- Analyzed user feedback and support metrics to improve customer experience.
- Managed service launches and trained teams with a user-first approach.

Thames Valley District School Board, London ON — Teacher
Jun 1993 – Jun 2000

- Taught Web Page and Multimedia Design courses.
- Wrote curriculum including assignments/tests focused on UX principles and digital design.