

# CHRISTINA S. LYNN

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## SUMMARY

Senior Product Designer with deep experience designing complex, multi-surface platforms and foundational systems. Specializes in translating ambiguity into clear, implementable UX, building scalable design systems, and partnering closely with engineering to ensure strong design-development parity. Increasingly focused on design engineering and AI-augmented workflows to improve speed, quality, and execution at scale.

## EXPERIENCE

### Underline

October 2022 - present

## SKILLS

- Product & Systems Design
- UX Architecture & Interaction Design
- Design Systems & Token-Driven UI
- Ambiguity-to-Execution Problem Solving
- Cross-Functional Collaboration
- Design-Development Integration
- Accessibility & Usability Testing

## TOOLS

- Figma, Figma Make
- VS Code
- Claude Code (CLI)
- Design Tokens & Variables
- Model Context Protocols (MCPs)
- Git (collaboration & review context)
- Webflow (legacy)
- Sketch (legacy)

## AI & Design Engineering

- Agentic AI workflows to accelerate design iteration, exploration, and QA
- Claude Code (CLI-based AI development and design support)
- Model Context Protocols (MCPs) for structured, context-aware AI tooling
- AI-assisted prototyping and requirements generation using Figma Make
- Design-development parity through code-aware design practices
- Design system implementation support and validation using AI and coding tools

## CERTIFICATIONS

- UX Design & SVG Workflows, by Sketch Master
- UX Design on Demand, by General Assembly
- Figma UI/UX Design Essentials, by Udemy
- Robotic Process & Automation, by Blue Prism
- Certified Scrum Master, by Scrum Alliance
- Remote Support Admin, by Bomgar

## EDUCATION

- B.S. Business Administration, Marketing Concentration
- University of Arkansas, Sam M. Walton College of Business

### Senior Product Designer

- Lead UI and UX design across multiple internal and subscriber-facing platforms, including subscriber onboarding, account management, marketplace and checkout flows, offerings configuration, and technician-facing tools.
- Designed a net-new Access Management system to support multi-market scale, enabling clear role-based access, market scoping, and improved usability across licensees, merchants, and clients.
- Translate ambiguous and evolving requirements into clear, implementable design solutions, supporting steady progress across complex, interdependent initiatives.
- Partner closely with frontend engineers and product managers to clarify workflows, edge cases, and constraints before and during development, improving implementation quality and reducing rework.
- Contribute to design system foundations, including component development, variable and token assignment, and implementation validation to strengthen design-development parity.
- Support consistency and scalability across products by introducing shared interaction patterns and reusable components aligned with emerging design system principles.
- Maintain high execution quality under shifting priorities by delivering thoughtful, resilient design solutions across parallel workstreams.

### Select Quote

August 2021 - October 2022

### UI/UX Designer | Supervisor

- Led end-to-end UX and UI design for AppDev's customer relationship management, sales, and administrative platform
- Oversaw design quality and consistency across products while prioritizing UX requests and mentoring designers
- Migrated design workflows from Sketch and InVision to Figma and implemented a new pattern library.
- Implemented the Select Care design system to support React components and Next.js tech stack.
- Partnered closely with frontend developers to update core components and test styles across platforms.
- Developed and maintained design specifications and high-fidelity prototypes.

### H&R Block

May 2015 - July 2021

### Business Analyst | Information Technology

#### Client Identity & Access Management

- Authored technical requirements, features, acceptance criteria, and user stories for an identity service handling ~53 million user accounts.
- Designed UX and content while shaping experience across CIAM-interfacing platforms.

#### Client Identity & Access Management

- Led proof of concept to pilot app development projects for modernizing client experience through mobile platforms ultimately impacting ~80,000 tax desks.
- Authored user stories and infrastructure, architecture, legal, and product design requirements.
- Designed user experience and UI from wireframes to working prototypes. Conducted user testing and executive demos.
- Wrote Mobile Device Management policies, technical support and installation documentation, training materials, corporate communications, surveys, and provisioning processes.
- Conducted quality assurance testing and authored test cases.
- Utilized Azure App Insights events for app performance monitoring and implemented Power BI executive dashboards.

### Business Analyst | Technical Writer

#### Technical Support Centers (TSC)

- Authored technical support knowledgebase for handling software, utilities, applications, operating system, and hardware issues.
- Led major initiative to reform and redesign primary support tool for capturing tax office and client info, handling resolutions, and knowledgebase content.
- Developed processes and matrixes for tech support agent training.
- Led system administration for remote support tools, and architecture for TSC Sharepoint.

#### Knowledge & Process Management, Assisted Tax

- Designed issue-handling process flows, conducted performance analysis, and authored content library for resolutions through social media channels.
- Developed web-based troubleshooting tools for navigating internal tools to resolve issues.