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.

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 Lead Product Designer and Product Owner.

UX/UI ENGINEER | AUG. 2022 - JAN. 2024

- Lead Product Designer, taking ownership of the entire design process from ideation to delivery and communicating design decisions effectively to stakeholders.
- Conduct quality assurance (QA) on all UIs and React components, ensuring they met the product's acceptance criteria for proper functionality.
- Conduct user research and usability testing to inform design decisions, iterating on designs based on user feedback and analytics data.
- Design UIs in Figma for all features, including wire-framing and prototyping.
- Collaborate closely with a team of 5 engineers and one Product Manager, adhering to Agile development principles.
- 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.
- Effectively communicated feature acceptance criteria via Jira.
- Prioritize backlog, focusing on delivering customer-friendly solutions efficiently.
- Assist back end focused engineers with front end development of their features.

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 Lead Product Designer but acted as Product Owner and as the sole member of product team from 01/2022 - 07/2022.

LEAD PRODUCT DESIGNER | FEB. 2021 - JUL. 2022

- Redesigned AngularJS widgets in React, reducing implementation time, improving user adoption and decreasing load times.
- Implemented a design system utilizing Angular Material for use after acquisition.
- Developed high-fidelity prototypes for migrating the core product from AngularJS to Angular, incorporating years of customer feedback where applicable.
- Analyzed usability testing findings with PM and CSM's to iterate through prototypes.
- Collaborated with Product, Engineering and Professional Services to collect technical and functional requirements.
- Authored UX/UI requirements and served as the point of contact during development.
- Contributed to the front end development of features in React and Angular using Typescript, HTML and Sass.
- Communicated across organizations to confirm that features and bug fixes met functional and technical requirements.
- Led a team of 6 engineers as the primary Product Designer and Owner for all features.
- Assisted and mentored back end focused engineers with front end development of their features.
- Integrated with a team that adhered to a structured Agile development process.
- Conducted QA on all UIs and application components to ensure proper functionality.

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EDUCATION

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

AREAS OF EXPERTISE

◎ Figma	◎ Redux
◎ CSS/Sass	◎ Angular
◎ HTML	◎ React
◎ JavaScript	◎ Typescript
◎ Jenkins	◎ Wordpress
◎ REST APIs	◎ Agile Scrum
◎ Jira	◎ Maze
◎ Github	◎ Adobe
◎ User Testing	

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.

UX PROTOTYPER | FEB. 2020 - FEB. 2021
- Produced and presented proof of concepts to senior executives to guide the product roadmap.
- Utilized Google's DialogFlow and an internal API to search and provide responses through Google Assistant.
- Developed endpoints using an internal API to transmit knowledge base responses to a third-party chat UI.
- Utilized Node.js and intents to fetch data from external APIs and deliver account information within the internal chatbot.
- Collaborated with the Product team to create UX/UI prototypes for virtual assistants, which later evolved into a Progressive Web App (PWA) offering.
- Conducted quality assurance checks on all integration requests completed by support team members.

CUSTOMER INTEGRATION LEAD | DEC. 2018 - FEB. 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.

ThriveHive | 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 | OCT. 2016 - NOV. 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 | OCT. 2015 - OCT. 2016
- Recognized as a lead, fulfilling websites 200% more efficiently than company standard.
- Collaborated 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 - OCT. 2015
- Created, edited and published digital content including images, videos and text across various online channels such as websites, social media and email campaigns using HTML and CSS.
- 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.
- Monitored and updated website content to improve user experience.
- Worked in conjunction with Campaign Coordinators to fulfill client request, in a timely manner.