

KRISTEN DOWD

User Experience Designer

EDUCATION

Rutgers University

B.A. Information Technology
and Informatics 2013

B.A. Visual Arts 2013

Magna Cum Laude

SKILLS

- Formal People Leadership
- Visual Design
- Interaction Design
- HTML/CSS
- JavaScript
- Design Thinking
- UX Research
- User Interviews
- Wireframing
- Information Architecture
- Service Design
- Product Design
- Usability Studies
- Mobile Design
- Web and Responsive Design
- Agile Methodology
- Heuristic Testing
- Card Sorts
- Click-Path Testing

SOFTWARE

Photoshop	
InDesign	
Illustrator	
DreamWeaver	
InVision/Sketch	

CODE

- HTML
- CSS
- Javascript

EXPERIENCE

Freedom Mortgage

Associate Director and Principal User Experience Designer |

March 2020 - Present

UX Design and Strategy lead for external-facing FreedomMortgage.com. Responsible for leadership of junior and contract designers while also acting as a full-stack UX Designer. Projects typically include competitive analysis, UX Research, Wireframing, Iterating, Prototyping, Heuristic tests, Stakeholder Reviews, Visual Design, UX/UI Design, and Quality Assurance. Accountable for cohesion and quality of design on external site.

Digital Intelligence Systems

User Experience Strategy Consultant | Contract Winter 2020

Conducted user interviews, formulated user surveys, created high-level wireframes, planned metrics and acceptance criteria for a minimum viable product in an agile environment. Created visual designs, interactive prototypes and instructional documentation. Consulted for Educational Testing Services (ETS) in Princeton, NJ.

The Vanguard Group

User Experience Designer | Jun 2015 - Jan 2020

Responsible for visual and interaction design, information architecture and UX research for responsive web, and mobile applications. Facilitated design thinking collaboration sessions, regular user interviews and usability sessions. Created supporting digital and print marketing material.

Technology Leadership Program | Jul 2013 - Jun 2015

Participants engaged in three 8-month rotations in the application development lifecycle. The program entailed training in business acumen, people leadership, and technical skills. Previous rotations:

User Experience (UX) Designer | Nov 2014 - Jun 2015

Systems Acceptance Tester | Mar 2014 - Nov 2014

User Interface (UI) Developer | Jul 2013 - Mar 2014

L-3 Communications

Information Systems Services Intern | Dec 2012 - Jan 2013

Decommissioned servers and 3comm switches. Ghost and PXE booting, hardware and software builds. Responsible for desktop support of "Communication Systems-East" division.

Enterprise Security Intern | May 2012 - Aug 2012

Wrote python code to integrate Rapid Insight Veera and Analytics jobs to organize company Ironport mail logs and security case files. Web design with HTML and Wordpress. Streamlined syntax for security case files.