


KATIE LAMP


SENIOR USER EXPERIENCE DESIGNER

CONTACT

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 katielamp.com

 1537 NW 56th St. #214
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EDUCATION

2007 - 2010

DePaul University

M.S., Human-Computer Interaction

1997 - 2001

Ohio State University

B.S.B.A., Management Information
Systems

SKILLS & TOOLS

Wireframing

Agile Methodology

Concepting and Whiteboarding

Mobile First, Adaptive, and
Responsive Design

User Flow Mapping

Interaction Design

In-Person & Remote User Research

Content Management

Axure, InVision, Marvel

Sketch, Photoshop, Illustrator

PROFILE

Senior User Experience Designer with 5 years work experience in UX in e-commerce and digital education. Prior experience includes a background in data analysis, BI, and reporting.

Tackling a complicated design issue and making the resulting delivered product easy to use is what I consistently work towards.

RELEVANT EXPERIENCE

2016 - 2017 **Walgreens**

Senior User Experience Designer (contract)

Designed user flows and wireframes for new offerings, including ship to store. Redesigned existing site elements, such as the shop menu navigation, which increased sales by 5% in the first month, and was projected (through A/B testing) to increase revenue by \$5 million over a year.

2013 - 2016 **Encyclopædia Britannica**

Senior User Experience Architect

Used responsive design techniques to create new interactions and improve existing features, primarily in K-12 educational products, for a variety of use platforms, from mobile devices to projector screens. Collaborated with visual designers, content creators, and product owners. Conducted classroom and remote research, analyzed the results, and applied the findings to improving Britannica's digital product UX.

2011 - 2012 **U.S. Cellular**

Web Catalog Specialist

Employed human-centered design principles, including user research with call center associates, to restructure customer support section of uscellular.com, allowing for self-serve help. Redesigned navigation within internal associate portal. Maintained updated merchandising and pricing data via CMS.

2007 - 2011 *Financial Reporting Analyst*

Created ad-hoc and recurring billing system reports, as well as applications to facilitate data extraction. Focused on eliciting requirements from business users.