

# KATIE LAMP

## EXPERIENCE DESIGNER

### CONTACT

773.420.8741

kathrynlamp@gmail.com

katielamp.com

### SKILLS

Wireframing

Prototyping

User Flow Mapping

Interaction Design

Mockups

Competitive Analysis

User Research

Visual Design

Design Systems

Responsive Design

### TOOLS

Sketch

Axure

Figma

Abstract

Invision

Zeplin

Mural

ContentSquare

Qualtrics

UserZoomGo

Ethnio

### WORK EXPERIENCE

#### **Zoro.com, Chicago IL & Remote**

*Lead Experience Designer 2021-present*

*Senior UX Architect 2019 - 2021*

Designed new customer-created list product, employing various user studies to guarantee that the feature set aligned with customer requirements. Led design for new table-based search results layout. Collaborated with product owners to guide planning and strategy. Mentored junior designers through research and design activities.

#### **Boeing, Seattle WA & Remote**

*UX/UI Designer (contract) 2018 - 2019*

Led redesign of key features within the maintenance reference iOS app, including an all-new aircraft selection experience. Created user flows, wireframes, and mockups for web, iOS devices, and Windows tablets. Contributed to and organized shared design system.

#### **Walgreens, Chicago IL**

*Senior UX Designer (contract) 2016 - 2017*

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.

#### **Encyclopedia Britannica, Chicago IL**

*Senior UX Architect 2013 - 2016*

Created new interactions and improved existing features, primarily in K-12 educational products, for screens from mobile to projector-sized. Conducted classroom and remote research, analyzed the results, used findings to iterate on product design.

#### **U.S. Cellular, Chicago IL**

*Web Content Specialist 2011 - 2012*

Employed human-centered design principles, 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.

### EDUCATION

#### **Ohio State University, Columbus OH**

*1997 - 2001*

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

#### **DePaul University, Chicago IL**

*2007 - 2010*

M.S., Human-Computer Interaction