Katie Domines

Product Designer

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PROFILE

Product Designer with 4+ years of experience in utilizing the end-to-end research and design process. I aim to ensure that experiences are equitable for users by leveraging in-depth knowledge of UI design principles and qualitative + quantitative research methods to produce high-quality, data-informed designs.

> **Core Proficiencies**
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> <u>Skills:</u> Wireframing / Prototyping / Design Systems / Accessibility Design and Research (WCAG, 508 compliance) / Information Architecture / Interaction Design / User Flows / Responsive Design / Usability Testing / A/B Testing / Heuristic Evaluation / Agile Methodology /HTML, CSS, JavaScript, Bootstrap
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> <u>Toolkit:</u> Figma / Miro / Dovetail / Adobe Creative Suite / UserTesting / Maze / Framer / Protopie

EXPERIENCE

MICROSOFT (VIA RANDSTAD TECHNOLOGIES)

User Research Specialist | *July 2022 – November 2023*

- Led usability testing, surveys, and focus groups, delivering actionable insights that uncovered opportunities for Xbox Product Services design teams to make research-driven decisions, enhancing usability, improving player satisfaction, and aligning with brand expectations.
- Delivered accessibility-focused research insights to cross-functional stakeholders, driving alignment on design improvements and ensuring inclusivity across products which led to positive feedback and strengthened the commitment to accessibility in game platforms.
- Improved information architecture and content strategy for Xbox's support and help center, streamlining navigation, enhancing SEO visibility, and accessibility best practices.

ELECTRONIC ARTS (VIA PROUNLIMITED)

Experience Designer Researcher and Strategist | *November 2020 - April 2022*

- Directed user research for EA IT's Design System, partnering with designers and developers in biweekly Accessibility meetings and weekly sprints, resulting in comprehensive documentation for 15+ UI components and improved accessibility standards across mobile and web platforms.
- Presented evidence-backed design recommendations to cross-functional stakeholders for player experience events, shaping design direction that led to an 88% NPS..
- Executed mixed-methods research to capture baseline metrics for a Voice of Customer initiative, influencing growth design strategies for six game creation products.

ANDREW WEISHAR FOUNDATION

User Experience Designer | *March 2020 – June 2020*

- Developed and presented wireframes, mockups, and prototypes, ensuring the final design aligned with user needs and organizational goals.
- Conducted stakeholder interviews with donors and board members to identify pain points and improve the user experience of the donation UI flow.

EDUCATION

MS IN HUMAN-COMPUTER INTERACTION | *March 2021*

DePaul University - College of Computing and Digital Media