

Katie Domines

Product Designer

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PROFILE

Product Designer with 4+ years of experience leading end-to-end research and design efforts. I create equitable user experiences by combining UI design expertise with qualitative and quantitative research to deliver data-informed solutions.

Core Proficiencies

Skills: 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
Toolkit: Figma / Miro / Dovetail / Adobe Creative Suite / UserTesting / Maze / Framer / Protopie

EXPERIENCE

LEVEL STUDIOS (PUBLICIS GROUPE)

Experience Designer | June 2025 – Present

- Led end-to-end experience design initiatives for telecommunications account management products, translating complex business requirements into intuitive customer journeys, wireframes, and scalable experience frameworks across web and mobile platforms.
- Created user flows, journey maps, and experience documentation that identified edge cases, validated business rules, and informed the design of service management, equipment return, billing, and support experiences.
- Presented evidence-based design recommendations to client and internal stakeholders, balancing customer needs, business goals, and technical constraints to shape product direction and improve digital self-service experiences

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.
- 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.

EDUCATION

MS IN HUMAN-COMPUTER INTERACTION | March 2021

DePaul University - College of Computing and Digital Media