

Kristen Stephenson

UX Designer

(747) 389 4771

talktokristen@gmail.com

13 years experience designing customer-focused digital solutions for Finance, Aviation, Government, Telco, Energy and Education. I focus on quickly providing solutions to meet user and business needs.

Skills

Interaction design
Visual design
Accessibility
User testing
HTML/CSS

Tools

Axure
Adobe CC
Invision
Principle
Sketch
Figma

Education

Auckland University of Technology

Bachelor of Art and Design

Completed 2004

SAE / Diploma, Multimedia Producer Program

Completed 2001

Further study

IDEO / Design Kit:

Human-Centered Design

Completed 2018

Nielsen Norman Group / UX

Certificate

Completed 2019

U1 and Vision Australia /

Creating Accessible Web Content

Completed 2013

Synechron / Lead Digital

December 2019 - Present, New York, NY

Leading UX research and design for 3 applications within BCMA at Citi Bank to facilitate bankers' capital lending workflow.

- Worked closely with Business, Product Managers and developers to create best possible design solutions.
- Held UX workshops to develop a new product for Rapid Deal Consultation in BCMA. Successfully pitched the prototype to senior stakeholders, and won funding for 2022 development.
- Lead the Local Pattern Library for BCMA. Collaborated with the BCMA designers to gather requirements and consolidate component and pattern use. Lead team on best practices learnt in wider community calls.
- Contributing to ICG Design System over usage guidelines, pattern library and design system planning calls and with design work.
- Introducing and helping the development team onboard to ICG DS Angular. Continual support in troubleshooting the transition.
- Participation in the Citi hackathon, providing a prototype based on interviews and facilitated workshops with the VP team. Presentation of prototype to the judging panel. Awarded Runner up for our Carbon-Offset Crypto Offering.

Synechron / Senior Associate Digital

July 2019 - Present, New York, NY

Consultant at Morgan Stanley, delivering UX design solutions for an investment management dashboard within an agile delivery team.

- Simplifying large amounts of data into clean user-first designs.
- Conducting design thinking workshops and internal user testing.
- Translating insights gained in user testing synthesis into effective user interface design.
- Visual design, wireframes and clickable prototypes.
- Presenting design solutions to scrum team and stakeholders.
- Collaborative engagement with the team to iteratively improve the quality of the product being delivered.
- Establishing design standards including influencing the team to move to implementing an 8pt grid in order to optimize for the future state of the project.
- Improving how design reviews are done with developers which in turn improved velocity within development sprints.
- Design principles created for responsive design systems.

Accenture Australia & Fjord / Interaction Designer

January 2019 - March 2019, Melbourne, Australia

Client facing consultant role focused on user testing and iterative design solutions for a dashboard of data visualization and online sales of energy

plans.

- Designed an innovative user experience in order to increase conversion of online sales.
- Facilitated in-lab user testing and user feedback to iterate on design solutions which solved user pain points.
- Designed interactive prototypes and wireframes for testing with user testing participants.
- Provided finished visual design for presentation to stakeholders and front-end development.

Shine Solutions / UX Designer

June 2016 - December 2018, Melbourne, Australia

UX and visual design solutions to optimize the EnergyAustralia website to increase online sales of energy plans to millions of residential customers. A/B testing of prototypes and live experiences. My work lead to the website being awarded #1 Customer Experience Index for Energy Retailing by Global Reviews.

RMIT University / UI Designer

November 2014 - October 2015, Melbourne, Australia

User interface design of dashboard and data visualization of SAP reports for decision makers at RMIT. Accomplished business goals to improve data literacy by providing user-friendly navigation and layout which lead to an increase in users utilizing and engaging with the data reports.

Australian Communications & Media Authority / Web Designer

November 2012 - July 2014, Melbourne, Australia

Design of government cyber-safety websites. Front-end development using CSS and HTML. Audit and production of content to meet Accessibility requirements (WCAG 2.0 Level AA). Design and development of a website for the indigenous community which won "Best Educational /Training resource in 2014" from ATOM (Australian Teachers of Media).

Australian Health Practitioner Regulation Agency / Web content publisher

September 2011 - November 2012, Melbourne, Australia

Publishing content on 15 websites with Media Updates, News items, Jobs, and content changes. Intranet updates and redevelopment. Google Analytics reporting for stakeholders.

Department of Primary Industries, Government of Victoria / Web Publisher

February 2011 - September 2012, Melbourne, Australia

Publishing of content from PDF to HTML web pages in order to move a resource based government website to comply with Accessibility requirements.

NEC New Zealand / UI Designer/ Developer

November 2008 - December 2010, Auckland, New Zealand

Design and development of customer facing website and company intranet.
Multimedia design including digital signage, animation and marketing materials for print.