Kristin Thomas

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**Product Designer**

*User Experience Designer | User Interface Designer | Architect | Interaction Designer*

A results-driven Product Designer with over three years of experience in creating intuitive and impactful digital products. Extensive customer service background enables empathetic and precise designs. Strong analytical and presentation skills enhance user research, wireframing, prototyping, and usability testing. Proficient in industry-standard design tools and Microsoft Office suite. Strategic mindset and excellent time management allow for balancing priorities and solving complex issues. Effective communicator and collaborator within cross-functional teams, ensuring user-centric designs align with business goals. Passionate about enhancing user experiences and innovating product interactions.

**Tools & Skills**

Sketch, Figma, Figjam, Adobe Creative Suite, InVision, Axure, Contentful, UserTesting, User Research, Interaction Design, Visual Design, Communication, Collaboration, User Testing, Accessibility, Critical Thinking, Problem Solving, Receptive

**Certifications**

***CareerFoundry Bootcamp***

* UI Immersion
* UX Immersion
* Product Management
* Voice User Interface Design

***International Association of Accessibility Professionals***

* Certified Professional in Accessibility Core Competencies (CPACC) – August 2024 Completion

**Work Experience**

**Driveway |** *Tigard, OR* **Apr 2022 – June 2024**

**Product Designer**

* Developed multiple revenue-driving components applied across the site and led a comprehensive update of the Service landing page, significantly increasing daily user engagement.
* As a member of the top-performing Enhancements team, spearheaded the implementation of site-wide updates in alignment with brand standards, resulting in a 30% increase in daily interaction.
* Collaborated on a design team to create an engaging Ecosystem, fostering daily interaction beyond transactional needs.
* Created, updated, and published components in the Design System library, lowering our workload by 10% per project while staying Brand aligned.

**Associate Designer**

* Redesigned the internal employee appreciation page from ideation to implementation, collaborating with engineers and stakeholders, resulting in a 100% increase in usage.
* Provided design support to cross-functional teams on 18+ projects, improving collaboration and efficiency by 20%, resulting in a drastic reduction in project completion time and a 15% increase in user satisfaction.

**Freelance |** *Remote* **July 2021 – Apr 2022**

**Product Designer**

* Designed wireframes, prototypes, and high-fidelity mock-ups tailored to the client’s needs in quick turnaround, with 1-2 rounds of client feedback included.
* Performed comprehensive site audits and executed design enhancements for clients, such as Spicy Green Book, which led to a 40% boost in website traffic and an increase in client satisfaction by aligning with their strategic objectives and content standards.

**ForeverLawn Eastside |** *Bellevue, WA* **June 2019 – July 2022**

**Brand Manager**

* Led strategic initiatives to maintain client relationships, implement budget strategies, and manage project timelines.
* Played a pivotal role in guiding the owners through a successful rebranding process, collaborating closely to develop and uphold the desired digital branding identity.
* Ensured the successful execution of project timelines while maintaining strong client relationships and adhering to budget constraints.