Kimberly Harris | **Product Designer**

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UX Designer with 10 years' experience as a Project Manager in FINTECH with a proven record for problem solving, attention to detail and delivery. I'm focused on creating meaningful experiences through design rooted in empathy & user research.

SKILLS & TOOLS

User Research, Personas, UI Design	Figma, Principle, Canva
Wireframes & Rapid Prototyping	Project Management, Agile
Information Architecture	MS office suite, Adobe Suite
Design Thinking, Interaction Design	HTML & CSS

CAREER PROGRESSION

Sr. Product Designer, Aritzia, July '22 – Present

- ★ **Highlight: Lead designer for Personalization program which generated 40mm in the first year.**
- Responsible for creating intuitive, user-centered designs that enhance the overall user experience and drive engagement on Aritzia.com.
- Lead designer for Aritzia's personalization program, driving +30% revenue increase YOY.
- Collaborate with content designers to create consistent and aesthetically pleasing designs that align with brand guidelines.
- Run effective workshops with cross functional partners to ensure user problems and proposed solutions are identified and understood,
- Create wireframes, prototypes, and interactive mockups to visualize and communicate design concepts and interactions.
- Collaborate with cross-functional teams, including product managers, user researchers, qualiry assurance, optimization, data analysts and developers, to translate user needs and business goals into effective digital experiences.
- Advocate for best UX practices and principles within the organization, educating and influencing stakeholders.
- Contribute and maintain Aritizia's home grown design system to ensure scalability.
- Contribute to the design team's quarterly fellowship all hands to help define the team culture and foundation

Sr. UX/UI Designer, Alo Yoga, May '21 – July '22

- ★ **Highlight: Designed new customer journeys that resulted in +20% revenue increase YOY.**
- Led the design and execution of our Shopper products working closing with our Shopper Experience Design team
- Work closely with UX Writing, Engineering, Product Management, Data Analysts, and support teams to plan, define and execute user experience strategy.
- Collaborate with designers across Shopper and Merchant Experiences to ensure a cohesive user experience across our entire product portfolio
- Provide mobile first designs and prototypes that lean into an omni-channel experience.
- Thinks holistically about the user journey and product ecosystem.
- Understands and responds to performance data (metric tests, research studies), to steer the direction of future creative designs.
- Facilitate user research and testing, ensuring usability and product consistency.
- Iterate on existing products and features based on qualitative & quantitative KPI benchmarks
- Understands growth and product strategy and is an active contributor in determining a long-term path to achieving a business outcome

UX Designer, Boldium LLC, Aug '20 – May '21

- ★ **Highlight: Designed a new landing page experience for an education platform resulting in -6% customer support call volume.**
- Develop strategy and concepts for various SaaS, B2B, B2C websites across Boldium's clientele
- Create detailed wireframes for desktop and mobile websites that meet user and business goals
- Create site maps, and content strategies and prototypes to inform the overall user experience
- Work directly with Boldium clients for project scoping and iteration throughout the design process
- Collaborate closely with, frontend/backend engineers, + visual designers throughout the design process

Web Designer, Freelance Jan '19 – Present

Highlight: Reduced homepage bounce rate for electronic company by 4%

- Facilitate the client's product vision by researching, conceiving, sketching, prototyping, and user-testing experiences for digital products in various web building websites
- Make strategic design and user-experience decisions related to core, and new, functions and features

Credit Suisse, NYC, PMO Lead, Resolution & Recovery Planning (RRP) Jan '17 – Dec '18

- Responsible for managing $40m budget & governance for the US Resolution and Recovery Program, inclusive of resource level allocations, ensuring work streams are on budget, and providing variance justification where actuals are over/under on a monthly basis
- Manage, and maintain resources in excel (resource tracker) to reconcile with program and project-level budgets for IT & Non-IT

Barclays, NYC, PMO, IHC Programme, May '16 – Dec '16

- Own individual project deliverables that involve business analysis and recommendations to the project governance team
- Monitor and maintain SDLC compliance across all IHC Business Projects
- Responsible for maintenance of the central document repository for Business Requirements across the IHC program facilitating end to end traceability
- Project plan development and monitoring, inclusive of key milestone, dependency, risk tracking and escalation
- Status reporting for senior management, including collaboration of key updates across business lines into central message for IHC Program stakeholders

Morgan Stanley, NYC, PMO, Core Processing, Jul '15 – May '16

- Monitor and maintain all aspects of the firm's PLC/SDLC compliance for Change The Bank (CTB) initiatives owned by the team.
- Establish, monitor, and maintain resources within the Staffing Planner application to reconcile with both headcount requirements and project-level budgets
- Maintain Work Plans and Work Cycles for CTB work items in the Delivery Tracker application in accordance with COO Portfolio Management standards
- Serve as Core Processing Liaison to various centralized teams as well as other development teams outside of Core Processing

Credit Suisse, NYC, PMO, Transformation Services, Feb '15 – July '15

- PMO aligned to numerous infrastructure improvement projects to ensure efficient process alignment. Responsible for monthly project level status reporting for management committee

JP Morgan Chase & Co, NYC, Project Manager, Consumer Banking, Jan '10 – Jan '15

- Project manager for risk and regulatory projects as mandated by industry regulatory bodies