Christine Roy ☺

Product Designer (based in Denver, CO)

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EXPERIENCE

Aduro — Product Designer — Apr 2022 - Present

- Responsible for visual design, information architecture restructuring, and copywriting across our full suite of healthtech products: 4 web + mobile products across our product suite of 5, and collaborating with 2 product managers and 2 dev teams
- Reporting directly to CPO and leading stakeholder reviews with ELT for both minor feature changes and major BRDs
- Restructuring, redesigning and maintaining our Design System across the BoB
- Implementing a new, engaging visual design and user experience for 3 unique target markets
- Using data analytics through tagged events from my designs, and stakeholder feedback to drive design decisions

There.App — Product Designer — Mar 2022 - Mar 2024

- Contract work for a retainer client: a SaaS startup offering multi-module location-based project collaboration services; responsible for designing all modules E2E
- Mentored 2 other Product Designers on the team, guided the app's Design System principles and overall design structure
- Created marketing collateral for investors and external stakeholders; contributing to multiple rounds of successful high-pricetag funding

Find Cool Roommates — UX/UI Designer — Nov 2020 - Dec 2021

- Designed all company branding and marketing artifacts
- Worked alongside other freelance designers, product managers, and developers to create a native web and iOS mobile app design for a roommate compatibility-matching app
- Conducted user research, competitive analysis, information architecture, visual design and prototyping

RingCentral — Technical Incident Administrator — May 2018 - Apr 2022

- Managed complete bug ticket lifecycles and triaged customer-facing issues that resulted in user-centered development solutions
- End-to-end incident management from root cause analysis to executive and customer-facing communication
- Collaborated with internal and external stakeholders to identify trends and determine key action items for tracking remediations and bug fixes
- Recommended and designed tool changes for internal stakeholders

Freelance UX/UI Designer — 2009 - 2024

- Conducted user experience research methods to create branding, web and product design for small businesses
- Completed user research and visual design using competitive analysis, heuristic evaluation, user interviews, surveys, focus groups, ethnographic studies, and more

Patton State Hospital — Incident Program Management — Jan 2008 - Feb 2018

- Led a team to deliver data and trend analyses of an Incident Reporting process for the largest psychiatric hospital in the country; influencing care and treatment plans with my insights
- Triaged various incident types across several programs, encompassing the entire hospital
- Made recommendations based on my findings and implemented new, more agile reporting processes to uphold hospital licensing requirements

TECHNICAL + SOFTWARE

Figma	Salesforce
Miro	Notion
Mixpanel	Jira
Illustrator	HTML5
Adobe XD	CSS3
InDesign	Webflow

CONTENT + RESEARCH

IA	Branding
User Research	Surveys
User Personas	Interviews
Usability Testing	Copywriting
Journey Mapping	User Flows
Content Structure	
Competitive Analysis	

DESIGN

App	Strategy
Web	Mockups
Mobile	Sketching
Wireframes	Interaction
User Interface	
User Experience	
Rapid Prototyping	

EDUCATION

IBM

Enterprise Design Thinking: AI Team Essentials Certification
Jan 2024 | Online

Enterprise Design Thinking: Co-Creator Certification
Oct 2023 | Online

Enterprise Design Thinking: Practitioner Certification
Jan 2022 | Online

Thinkful

UX/UI Design Certification
2020 - 2021 | Online

Riverside City College

2010 - 2012 | Riverside, CA