

# Christine Roy

Product Designer (based in Denver, CO)

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## EXPERIENCE

*Aduro* Product Designer Apr 2022 - Present

- Responsible for designing 4 web + mobile products across our product suite of 5, and collaborating with 2 project managers and 2 dev teams within my scope
- Reporting directly to CPO and leading stakeholder reviews for major BRDs to our ELT
- 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 to drive design decisions

*There.App* Product Designer Mar 2022 - Present

- Part-time work for a retainer client: SaaS startup offering multi-module location-based project collaboration services
- Mentoring 2 other Product Designers on the team, guiding on Design System principles and overall design structure
- Responsible for designing modules from idea to final design, and creating marketing collateral for investors and external stakeholders

*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 responsive web and iOS mobile app design for a roommate compatibility-matching app
- Responsible for 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 result 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 - Present

- Conducting user experience research methods to create branding, web and product design for small businesses
- 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
- Triaged various incidents across several programs
- Made recommendations based on my findings and implemented new, more agile reporting processes to uphold hospital licensing requirements

## TECHNICAL + SOFTWARE

Figma  
Miro  
Mixpanel  
Illustrator  
Adobe XD  
InDesign

Salesforce  
Notion  
Jira  
HTML5  
CSS3  
Webflow

## CONTENT + RESEARCH

IA  
User Personas  
User Research  
Usability Testing  
Journey Mapping  
Content Structure  
Competitive Analysis

Branding  
Surveys  
Interviews  
Copywriting  
User Flows

## DESIGN

App  
Web  
Mobile  
Wireframes  
User Interface  
User Experience  
Rapid Prototyping

Strategy  
Mockups  
Sketching  
Interaction

## EDUCATION

Microsoft  
Data Analyst Associate Certification  
2023 - Present | Online

IBM  
Enterprise Design Thinking Practitioner  
Certification  
2022 | Online

Thinkful  
UX/UI Design Certification  
2020 - 2021 | Online

Riverside City College  
2010 - 2012 | Riverside, CA