

# CHRISTIE HEITKAMP

## User Experience & Product Design

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### ABOUT ME

I have over 10 years of UX Design and Research experience crafting responsive web applications with agile development teams and have been working 100% remotely with a distributed team for over 7 years. I am also very passionate about fitness and fostering communities around a healthy lifestyle which led me to become a certified personal trainer through NASM.

### SKILLS

#### UX DESIGN & STRATEGY:

User Centered Design  
Facilitating Design workshops  
Wireframes of high and low fidelity

#### USER RESEARCH:

Personas and user profiles  
User flows and journey maps  
Usability studies (remote and in-person)

#### PROTOTYPE & DESIGN:

Axure  
Figma  
Webflow  
InVision  
Loop11  
Optional Workshop

#### AGILE:

Lean UX  
User stories  
Jira

### EDUCATION

#### BS Computer Science & Engineering

The Ohio State University

#### MS Human Factors Engineering

Wright State University

### WORK EXPERIENCE

#### UX DESIGNER & RESEARCHER at INDIANA UNIVERSITY

January 2014 - present (7+ years)

I am the liaison between the stakeholders, development teams, and the users of the applications, balancing and prioritizing business needs with user needs. I work closely with IU advisors and faculty across multiple campuses to conduct user research and translate findings into an actionable UX strategy. Currently, I work with agile development teams and create the wireframes, prototypes, and other UI deliverables and conduct user research.

I'm currently the lead UX on a project that is completely redesigning the AdRx application for advisors at IU. The application is complex and responsive across many devices. This redesign will allow IU to retire costly vended software and streamline advising tasks to help advisors navigate the quickly changing academic environment.

#### UX DESIGNER at OCLC

2007 - 2014 (7 years)

I collaborated closely with librarians, developers, and other designers on a team that built a next generation discovery tool for libraries. This pilot offered users a single search box to discover and request items from libraries around the world. I worked closely with librarians to understand their policies and needs, and I translated those requirements into user stories and workflows for development teams. As the UX Lead, I communicated the UX strategy, helped define the user stories with visual concepts, and helped drive stories from concept to release.

#### USABILITY ANALYST at NATIONWIDE INSURANCE

2004-2007 (3 years)

I conducted user research and provided workflow and wireframes for a variety of redesign projects. Our most significant work involved a redesign of the entire quote and bind application for Nationwide Insurance. During this project, our team partnered with the IBM Innovation Lab to create a proof of concept that would be used to obtain funding for the work. We conducted extensive focus group sessions to gather market research and partnered with functional experts to identify requirements.