

Summary

User Experience Designer with 20 years' experience working in-house and at top digital agencies.

Experienced in application security, education, insurance, finance, e-commerce and telecommunications domains.

I pride myself on being easy to work with, adaptable and meticulous, with a love for designing beautiful, functional interfaces.

Looking forward to solving YOUR problems.

Design Skills

- Wireframes
- Information Architecture
- Interaction Design
- Responsive Design
- HTML/CSS
- Rapid Prototyping
- Competitive Analysis
- Expert Reviews
- User Research
- Usability Testing
- WCAG 2.0 Accessibility
- Figma

Education

Georgia Institute of Technology // 2004
M.S., Human-Computer Interaction
Psychology Track

Carnegie Mellon University // 2003
B.S., Computer Science
Additional major in Human-Computer
Interaction, minor in Art

Contact

 <https://www.katelau.info/>

 kate@katelau.info

Work Experience

Kate Lau Design LLC - UX Design Consultant

Remote // 2022 - Present

UX design services for companies across a variety of domains.

Invicti Security - Director of UX

Austin, TX (Remote) // 2021 - 2022

Defined and oversaw the design roadmap for all Invicti products. Managed and grew a distributed UX team and established design processes, both within and outside of the design team. Established strong cross-functional relationships with PM, PMM, Engineering, Customer Success, Marketing and Support to increase involvement and impact of UX function.

Veracode - UX Architect

Burlington, MA // 2018 - 2021

Project lead and individual contributor for the Veracode Platform for both strategic and tactical initiatives. Guided multiple projects from ideation to development / QA using the SAFe Agile framework. Evolved the UX Pattern library into a full design system with usage guidelines and links to code. Led design review sessions to ensure design quality and consistency across the design team. Provided mentorship to junior members of the UX team.

Harvard Catalyst, - Design Lead (Contract)

Boston, MA // 2014 - 2018

Managed the User Experience design process for Harvard Catalyst web applications. Responsible for design of SMART IRB, one of Harvard Catalyst's highest-profile projects, including managing time lines, delegating responsibilities, and hosting collaborative design sessions. Built strong relationships and effectively collaborated with stakeholders to establish business needs, user requirements and technical feasibility. Established a User Research summer internship program.

SapientNitro - Senior Information Architect

Boston, MA // 2011 - 2014

Clients: The Hartford, VCE, Webster Bank, Citizens Bank, Total Wine & More, Travelers Insurance, RAM Trucks, Dunkin' Donuts

Individual contributor and creative lead across multiple accounts, including responsive design initiatives, transactional websites, and e-commerce. Helped win repeat business through client satisfaction. Designed wireframes and produced sitemaps, user flows and website prototypes. Presented design deliverables to clients. Collaborated with cross-functional product, engineering and business stakeholders throughout the design process. Mentored junior members of the team.

Verizon Business - Interaction Designer

Boston, MA // 2005 - 2011

Designed user experience and maintained CSS for Verizon Business web applications. Took the initiative to become versed in HTML web accessibility standards to support the Networx portal, a 10-year \$20B telecommunications contract for the federal government.