KATHERINE HAJER

UX designer, HCI researcher, technical writer, solution finder

[https://khajer-uxui.github.io/public/index.html]

416-970-7320

[katherine.hajer@gmail.com]

EXPERIENCE

Symcor, Toronto — User Experience Designer, Senior BSA

DECEMBER 2006 - PRESENT

Senior User Experience Designer November 2018 - Present

- Reduced client data entry mistakes and improved pacing by modifying UI to slow down users and ensure they reviewed all documents in a ticket before decisioning
- Used Google Analytics and other tools to conduct web site analysis on public-facing corporate site for SEO improvements, and helped Marketing correct site structural errors
- Accessibility analysis of all products created internally against WCAG AA standards; consulted on compliance projects
- Evaluated & redesigned electronic statements for PDF/UA compliance
- Researched user needs, conducted comparative analysis, and created customer journey maps, personas, card sort tests, and other UX research artifacts
- Trained/evangelized UX best practices in my department and throughout the company
- Created research-based, responsive, accessible, interactive UI wireframes
- Developed dynamic, responsive design with endpoints in both web and print, creating a WYSIWYG solution using SVG format's internal structure and JavaScript
- Created web and print wireframes in accordance with federal regulations and client specifications
- Architected InDesign files so they could be imported by the development team directly into the print composition software
- Collaborated with external and internal stakeholders to create and document solutions
- Designed and coded internal web sites for committees and teams (HTML & Bootstrap)
- Trained junior designers and created weekly team ceremonies
- Evaluated off-the-shelf design systems (IBM Carbon, Material Design, Clarity, and more) and evangelized approved option (Carbon)
- Interviewed UX job candidates and recommended successful candidates to management

Senior Business Systems Analyst, December 2006 - November 2018

- On a large Agile project, designed a new documentation method which satisfied the needs of both QA & dev (user stories in JIRA) and upper management (who wanted traditional formal documentation in MS-Word), without creating new work for the BSAs

SKILLS

Research Proficient at synthesizing general and user-specific qualitative & quantitative data

Responsive web design (HTML/CSS/JS), React & Hugo

Web & print layouts (Figma, InVision, Axure, Adobe CC)

Graphics (icons, dynamic SVG creation, photo editing)

Writing (design standards, user stories, user guides)

Analytics PowerBI, SQL, Excel pivot tables

Adapts to suddenly-changing situations quickly

EDUCATION

Scrum Master certificate April 2019

User Experience Design Certificate December 2018 University of Toronto

Western University Bachelor of Education, Intermediate/Senior English and Computer Science, 1993

Bachelor of Arts, Honours English Language & Literature, 1992

AWARDS

Appreciation Awards, 2-4 times per year, 2011-2021

Innovation Challenge 2017: 2nd place team member

President's Special Recognition Award, 2004

MENTORSHIP

Mentors team members at work and ADPlist members around the world

- Collaborated with stakeholders to create and document solutions
- Practice lead, training my team on writing standards
- Represented my team on standards committees

StatPro (formerly FRI Corporation), Toronto — Senior BSA

MARCH 2006 - NOVEMBER 2006

- Created standard functional specification template and related documentation templates for use throughout the department
- Collaborated with external clients and internal team to derive and document business requirements and define functional level design specifications

Brookfield (Centract), Toronto — Client Trainer, QA lead, BSA

FEBRUARY 2002 -MARCH 2006

UI Design/Business Systems Analyst/QA Lead, 2004-2006

- Designed UI mock-ups and interactive prototypes for application used by internal department to manage Canada-wide home appraisals
- Collaborated with external clients to derive and document business requirements and define functional level design specifications
- QA lead on software testing: functional and usability testing, including observing users work with the software I designed
- Managed project scope and schedule for my team and with the external client (a major bank) on a project of 9 months' duration

UX research & Software application trainer, 2002-2004

- Wrote, implemented, and delivered internal & external training, using both remote and in-person methodologies
- Used training time to make user behaviour observations and reported findings to dev team
- Interviewed internal subject matter experts (real estate law clerks) on best practices to train client law clerks on the company software

Webhelp, Toronto —Program Implementation Specialist/Trainer

JULY 2000 - JANUARY 2002

- Analyzed customer satisfaction, support delivery time reports, client-facing support software, and user feedback for ways to improve the customer experience, then delivered appropriate training
- Observed client users onsite and reported pain points to dev team
- Responsible for training, and service launches for this on-line customer support centre (chat and email)
- Clients: MSN Hotmail, MSN Customer Service, Microsoft Passport

Thames Valley District School Board, London ON — Teacher

JUNE 1993 - JUNE 2000

- Specialized in Web Page Design and Multimedia Design courses
  - Wrote course curriculum to comply with Ministry of Education regulations, including assignments and tests
- Taught secondary school credit courses to both adults & teenagers

\