

KITTI LAKNER

T-Shaped Unicorn (aka. UX/UI Designer)

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Portfolio: <http://www.kitti.co>

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SUMMARY

My specialty and preference is to design large, complex, data centric products, my priority is the user. I do whatever it takes to make sure their voice is heard. I have 11 years of hands-on experience with all stages of mobile, web and application user experience design. I am highly skilled in wireframing, prototyping development and well versed in Agile Software Development. In addition, I have a working familiarity of HTML/HTML5, XML, CSS, cross browser compatibility and versioning best practices which enables me to effectively converse with developers about project plans, progress and launches.

UX SKILLSET

User Research	Storyboarding	Task Analysis	Prototyping	Journey Mapping
Roadmap Development	Information Architecture	Process Flows	Visual Design	Agile SCRUM
Personas/User Profiles	Interaction Design	Wireframes	Usability Research	Web Standards

TECHNICAL COMPETENCY

UX SOFTWARE

Axure
Marvel
Omnigraffle
InVision

ANALYSIS

Google Analytics
Optimizely
UserTesting.com
Qualtrics

DESIGN

Photoshop
Sketch
Illustrator
InDesign

OTHER

JIRA
Confluence
Visio
WordPress

MARKUP

HTML
CSS
XML

EXPERIENCE

Citrix Systems – *User Experience Consultant* - February 2015-Present

- Solely responsible for UX and UI design of enablement.citrix.com by defining user stories, sitemaps, task flows, storyboarding, wireframe design, prototyping, User interviews to validate design decisions, UI design, interaction documentation and style guide for desktop, tablet and phone.

Citrix Systems - *Sr. User Experience Designer* - November 2013-February 2015

- Lead the user experience efforts for support.citrix.com, project.citrix.com, discussions.citrix.com, Citrix unified search, Citrix profile management, Premier Support Calculator, GoToMyCCS and GoToMyCFL.
- Designed and developed the Citrix Services user experience pattern library and assisted QA with interface testing.
- Lead junior designers by providing direction and guidance on best practices, user research and interaction design for Citrix Services products.
- Coordinated and lead user research for product(s). Provided UX solutions for usability issues identified through customer research.
- Created interaction documentation for front end and back end development teams.
- Assisted senior leadership team during reviews and pitches of new service offerings to develop user experience and feature recommendations.

Citrix Systems - *Product Designer II* - June 2012-November 2013

- Lead product design efforts for Citrix App Orchestration. Responsible for all user interfaces, interaction and experience design including personas, user stories, flowcharts, wireframes, prototypes, interaction documentation and visual design specs.
- Implemented new way to create, manage and share wireframes, prototypes and flowcharts by introducing Axure to the UX team.
- Worked hand in hand with the Principle Architect and Engineers to develop design specs and functional requirements.

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- Collaborated with user research team to define change requests and site enhancements based off of user research sessions.
- Acted as Design QA for Citrix App Orchestration by leading regular design reviews of development builds.

BrightGauge Software - *Lead User Experience Architect* - January 2011 – June 2012

- Designed all aspects of UX, UI and functional specs from ideation to delivery for web application, Report Builder, Gauge Builder and Dataset Builder to meet business goals and met resource and implementation limits.
- Conducted user research, task analysis, and usability testing for all BrightGauge properties.
- Responsible for designing product features and improvements from conception, documentation to design QA before pushing to production.
- Collected analysis from customer behavior using available data and then recommend improvements to the Web application
- Represented UX/UI design voice in product planning meetings with President and Advisory Board.
- Solely designed, developed and maintained BrightGauge's marketing site, and all additional marketing materials from collateral materials to tradeshow giveaways.

Vitacost - *Lead User Interface Designer* - June 2009 – January 2011

- Lead multiple projects from business requirements to wireframing/prototyping to visual design then into development stage while ensuring that the user experience was not overlooked throughout the process.
- Worked directly with developers/engineers to create and implement front end code that is easily implemented into the .net/AX environment.
- Conducted usability testing for new features prior to development.
- Maintained company's Wiki for user-interface best practices, procedures, and style guide.

ADP - *Interactive Web Interface Designer* - September 2007 – June 2009

- Designed UX/UI for hosted internal and external web applications from UI design, functional specs through development using DNN & Cold Fusion
- Work directly with software developers/engineers to create "leading edge" results that leverage new technology/ Web 2.0 trends and solidify the project "wish-list" from the development phase into production and managed a staff of 4 remote UI designers.

CBS - *Senior Web Designer* - August 2006 – September 2007

- Designed and executed print collateral, logos, user interface elements, banners and other marketing instruments to support CBS's marketing and digital media visuals, branding, and stylistic needs for cbssports.com, cbsnews.com, cbs.com, nfl.com and showtime.com
- Collaborated with product development team to help develop user research and usability tests.
- Worked with Quality Assurance to ensure design and interaction was implemented correctly per wireframes and hi definition layouts.

Original Marketing Group - *Web Art Director* - December 2003 – August 2006

- Designed custom websites for 100+ clients in multiple industries and developed websites via HTML, CSS and ActionScript
- Responsible for quality assurance of all web design projects, including web usability, testing and debugging

EDUCATION

The Art Institute of Fort Lauderdale, Florida

Associate of Science | Interactive Media and Web Design, 2004

REFERENCES

Matthew Strongin, Director, Technology Services, Citrix - (305) 299 4119
 Brian Dosal, President & Co-Founder, BrightGauge Software - (305) 710 4459
 Ian Patrick, Manager, Customer Experience, Citrix - (703) 965-2742

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