

# KITTI LAKNER

Full-stack User Experience Designer

Email: [kittilakner@gmail.com](mailto:kittilakner@gmail.com)

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

Phone: 754-422-2887

## ABOUT

I am a User Experience Leader with a background in enterprise applications, consumer applications, technical visualization tools and learning management. My priority is the user; I do whatever it takes to make sure their voice is heard. My objective is to create products that are visually pleasing, simple to use and solve real world problems. I've worked in close collaboration with C-level executives, Product Managers, Design and Development Teams in both startups and Fortune 500's. I am looking to be part of a team that challenges each other to create what hasn't been created.

## UX SKILLSET

User Research  
Roadmap Development  
Personas/User Profiles

Storyboarding  
Information Architecture  
Interaction Design

Task Analysis  
Process Flows  
Wireframes

Prototyping  
Visual Design  
Usability Testing

Journey Mapping  
Agile SCRUM  
Web Standards

## TECHNICAL COMPETENCY

### UX SOFTWARE

Axure  
Pen & Paper  
InVision

### ANALYSIS

Google Analytics  
UserTesting.com  
Qualtrics

### DESIGN

Sketch  
Photoshop  
Illustrator

### OTHER

JIRA  
Confluence  
Visio

### MARKUP

HTML  
CSS  
XML

## EXPERIENCE

**Citrix Systems** – *Lead User Experience Designer* - February 2015-Present

- Lead the UX and UI design of enablement.citrix.com, an internal learning management systems used by Citrix employees and partners as well as customers via the hands on learning labs, by defining user stories, sitemaps, task flows, storyboarding, wireframes, prototypes, user interviews to validate design decisions, UI design, interaction documentation and style guide for desktop, tablet and phone.
- Lead a team of designers across multiple projects within the sales and services organization.
- Managed the UX relationship with three development teams on different projects to ensure all features and requirements are properly understood and executed on and to ensure design patterns and libraries are consistent across teams.
- Responsible for maintaining the pattern library and styleguide for all enablement properties.
- Designed the user experience from scratch for Citrix's new case creation and case management system used by the support organization.
- Assisted the Demo Center team with user experience and user interface requests for their main tool and their report builder tool.

**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, developed and maintained 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

**Kitti Lakner - User Experience Designer**  
9735 NW 3 Manor - Coral Springs, FL 33071

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- 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.
- 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 cbsports.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, JavaScript 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