Katie Cissell

UX and Product Design Problem Solver and Storyteller

kdcissell.com

kdcissell@gmail.com

765-532-4550

Summary

Product Designer with 12 years of experience leading cross-functional teams in the design and development of user-centered digital experiences. Proven expertise in designing scalable, business-driven solutions through strategic design leadership, user research, and iterative design processes. Passionate about mentoring teams, championing design systems, and ensuring design solutions align with both user needs and business objectives. Adept at managing product design at scale, collaborating with engineering, product, and leadership teams to drive high-impact, customer-centric solutions.

Experience

Flexion | Senior Lean UX Designer/Researcher | 2023-Present

Lead the discovery, design, and execution of user-centered solutions for the U.S. Tax Court's Digital Case Management system, mentoring junior designers and advocating for Lean UX principles across cross-functional teams. Spearheaded iterative design processes, including mockups and usability testing, to identify and address user problems, enhancing both the user experience and team collaboration. Simplified petition creation flow, reduced support tickets, and introduced an auto-generation feature used by over 50% of pro se petitioners. Updated and improved the design system based on USWDS to improve accessibility, update visual standards and reduce the time it takes to create mockups of DAWSON.

Dwolla | UX Design Lead | 2021-2023

Managed and mentored a team of UX designers, fostering collaboration across teams (engineering, product, stakeholders) to align product strategy with user-centered design principles. Led the redesign of Dwolla's design system, converting it to Material UI to ensure consistency and scalability across the platform. Championed a company-wide strategic initiative to unify user experiences across multiple portals. Established internal processes for user research and designed product features based on customer needs.

Workiva | UX Designer | 2017 - 2021

Led design initiatives across five product teams, collaborating with product managers and engineers to deliver strategic UX solutions that improved user workflows and business outcomes. Played a key role in the migration of legacy products to next-generation platforms, designing tools and education that simplified the transition. Designed a filing wizard for customers filing with regulatory bodies like the SEC, streamlining the filing process for users.

Greenway Health | Interaction Designer | 2013 - 2017

Led design efforts for Intergy, shipping three versions and integrating regulatory requirements every quarter. Conducted in-person usability testing and collaborated with stakeholders to refine design processes and improve product features. Contributed to the development of Prime Mobile.

Skills

Interaction Design

User Research

Usability Testing

Story Mapping

Agile/Scrum

Lean UX

Interviewing

A/B Testing

Wireframing

Prototyping

Information Architecture

Stakeholder Management

Tools

Figma

Sketch

Axure

Mural

LucidChart

Jira

Trello

Education

M.S. Purdue University

Computer Graphics Technology

B.A. Valparaiso University

Graphic Design, Creative Writing