Kaycee Shipley

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Professional Summary

Product Designer experienced in creating interactive content for customers and enterprise clients. Skilled in developing user interfaces and experiences for products, testing, quality assurance, market research, wireframes, prototyping, visual design, and collaboration across departments for various clients.

Work Experience

Product Designer, ON
Mar 2022 - Jul 2024

- Led a two-person team to complete the full design life cycle of internal and customer-facing tools.
- Directed the design and implementation of the Live Chat feature using the build, measure, learn method, enhancing customer engagement.
- Supervised developer handoff and QA for a 7-member front-end engineering team, ensuring timely delivery and reducing post-launch defects.
- Collaborated with the Marketing team and Art Director to execute a complete company rebrand within 7 days, improving brand recognition and consistency across all platforms.

Product Designer, Forge Studio
Sep 2021 - Sep 2022

- Delivered high-fidelity designs and presentations, and coordinated cross-functionally with enterprise clients, resulting in improved project efficiency.
- Achieved promotion from Junior to Mid-level Designer within a year by consistently delivering innovative design solutions and improving client satisfaction.
- Transitioned from a contract role to a full-time position with GameOn (ON) due to exceptional performance in delivering user-centric design solutions.

Product Designer, Affirm - Forge Studio
Feb 2022 - Mar 2022

- Led the management of two high-profile projects, presenting regular updates to lawyers and business stakeholders, and accelerated project timelines.
- Completed a 3-month project in 1 month by implementing efficient project management techniques and agile methodologies.

Product Designer, Hawaii Public Housing Authority - Forge Studio
Sep 2021 - Feb 2022

- Led research and initial design phase for the partnership between HPHA and the University of Hawaii, utilizing user-centered design principles to overhaul legacy administration software and update the HPHA website, improving usability.
- Identified technical roadblocks and gathered criteria to create a high-fidelity wireframe for an agnostic cloud platform system, streamlining the development process.
- Extracted user journey maps from resident and employee interviews, and created an architecture mock-up including a resident portal application and an administrative application, enhancing user experience and administrative efficiency.
- Enhanced design, visual graphics, and information architecture for the Hawaii Public Housing Authority website, significantly improving user experience for the 45,000 residents in the voucher program.

Firefighter & Paramedic, Farmers Branch Fire Department
Feb 2017 - Oct 2020

- Responded to over 500 emergency and non-emergency calls with a multi-disciplinary team for a mid-sized municipal organization, ensuring effective patient care and fire suppression in urban and rural environments.
- Provided critical emergency and non-emergency care, transportation, and diagnosis for over 300 patients across multiple operational environments, including point of injury/illness, interfacility transfer, and fire.
- Frequently utilized ventilator and IV management, hemodynamic monitoring, pain management, and rapid determination of treatment to stabilize patients, leading to improved recovery times and outcomes.

Education

Dev Mountain UX Design
Jul 2021

North Central Texas College
Aug 2016 - Dec 2016
Basic Firefighter Fire Science
GPA Valedictorian

EMTS 911
Apr 2015 - Mar 2016
Paramedic Emergency Medicine

Skills

Wireframing, Site Mapping, Writing & Editing, User Flows, Usability Testing, Enterprise Software & B2B, Heuristic Analysis, Prototypes & Testing, UI/UX Design, Research, Cross-Functional Collaboration, Market Trends, Project Planning, Design Strategy & Patterns, User Interviews, Interaction Design, Journey Mapping, Figma, Sketch, InVision, Asana, Loom, Google Workspace, Async, Microsoft Office Suite, Slack, Zoom, Potential, Ability To Collaborate Effectively, Brainstorming, Communication Skills, Facilitate, Leadership, Empathy, Focused, Friendly, Honest, Influence, Learning, Motivated, Reasoning, Independent, User Research, User Experience, AI, Data-Driven, Design Work, Healthcare, Product Direction, Product Management, Product Requirements, Project Requirements, Testing Tools, User Interfaces, User Stories, Visual Identity, Innovative

Interests

Baking, trail running, art, fantasy novels

Outside of Work:

- Trail running: This year I have run 6 different races. One 5-mile race, one 10-mile race, 3 half marathons, and one 17-mile race. So far, the 10-mile race was the hardest.
- Art licensing: Uncommon Sun Studio - I like to doodle in my free time and decided to start the journey of licensing my work. It's still in its early stages, but feel free to check it out!

The most impactful thing I've worked on:

- I worked with the Hawai'i Public Housing Authority to redesign their website and conceptualized a new admin and resident portal. These designs would be used in a request for proposal to the state for funding to replace their current legacy software. This would mean a less frustrating and more efficient platform for both the HPHA administration, as well as their resident. Knowing this work would impact so many people was inspiring and made the challenge worthwhile.