

Kelsey Olivier

Product Designer

Seattle, WA

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Experience

Universal Destinations & Experiences (NBCUniversal) - Senior Product Designer

Mobile App | Jan 2025 - Jan 2026 | 1 year | Remote

- Designed Account and Wallet features for the Universal Studios Japan theme park mobile app, as well as Mobile Food Ordering app enhancements for the Universal Studios Florida app
- Produced high fidelity wireframes, user flows, prototypes, and comprehensive spec documentation for development handoff
- Collaborated closely with cross-functional stakeholders in the U.S. and Japan to create a refined digital experience

Freelance - Product Designer

Jun 2024 - Dec 2024 | 6 months | Remote

Designed intuitive user experiences for clients, working closely with senior executives, product managers, and developers to meet business goals and bring products to life.

Universal Destinations & Experiences (NBCUniversal) - Product Designer

Resort Guest Experience | Jan 2024 - Jun 2024 | 6 months | Remote

- Redesigned the Universal Studios Orlando theme park wait times and line management tool
- Created wireframes and prototypes for web and mobile
- Collaborated with guest services and developers to craft solutions based on user feedback

Mobile App Rewrite | Oct 2022 - Jan 2024 | 1 year 3 months | Remote

- Redesigned Wallet functionality for the Universal Studios Orlando and Hollywood apps, enabling users to manage park tickets, payment methods, and in-park transactions
- Led design strategy based on user feedback and usability test findings
- Created wireframes, prototypes, and comprehensive documentation for development handoff

Education

Master of Human-Computer Interaction + Design, University of Washington, 2021

B.A. Liberal Studies: Teacher Preparation, San Jose State University (Summa Cum Laude), 2015

Skills

UX Strategy, Experience Design, Interaction Design, Wireframing, Interaction Flows, Participatory Design, User Research, User Interviews, Research Synthesis, Rapid Prototyping, Usability Testing, Journey Mapping, Storytelling, Service Design, Visual Design, Project Management

Tools

Figma, Sketch, Illustrator, Photoshop, HTML/CSS, Jira, Confluence, Retool