

Kelsey Olivier

Mission-driven product designer with 4+ years of experience

EXPERIENCE

Universal Destinations & Experiences (NBCUniversal)

Senior Product Designer • Jan 2025 - Jan 2026

- Led end-to-end design of Account and Wallet features for the Universal Studios Japan mobile app, supporting complex experiences for millions of global users
- Conducted and synthesized user research and usability testing to improve user experience of account creation and ticket management
- Collaborated across U.S. and Japan-based product, engineering, and business teams to facilitate cross-functional alignment, iterate quickly, and deliver high-quality solutions

The Growth UX Studio

Product Designer • Jun 2024 - Dec 2024

- Designed end-to-end user experiences for multiple clients, collaborating with cross-functional teams to translate business goals and user needs into intuitive product solutions
- Conducted participatory design workshops and synthesized data into actionable insights

Universal Destinations & Experiences (NBCUniversal)

Product Designer - Resort Guest Experience • Jan 2024 - Jun 2024

- Redesigned a real-time wait estimator and line management tool used by park employees to update attraction signage across the resort
- Synthesized guest feedback and operational insights to improve clarity, usability, and precision in time-sensitive, high-stakes information configuration
- Delivered responsive designs for web and mobile, ensuring accessibility and ease of use for users in a rapid, high-stress environment

Product Designer - Mobile App • Oct 2022 - Jan 2024

- Led redesign of Wallet across Universal Studios Orlando and Hollywood apps, improving how users manage tickets, payments, and in-park transactions
- Conducted and synthesized user research and usability testing to identify pain points in ticket management and improve information architecture and overall user experience
- Delivered end-to-end design artifacts for scalable experiences across multiple park platforms
- Contributed to the design system, creating new components with detailed, engineering-approved specification documentation

CONTACT

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EDUCATION

University of Washington

Master of Human-Computer Interaction + Design

San Jose State University

B.A. Liberal Studies: Teacher Preparation

Summa Cum Laude

SKILLS

UX design strategy

Product discovery

Data-driven design

Experience design

Interaction design

User research

Usability testing

Low to high fidelity prototyping

Design systems

Component documentation

Visual design

Project management

TOOLS

Figma

Sketch

Miro

Adobe Photoshop & Illustrator

HTML/CSS

Jira

Confluence