

Emma Sue Reichert

UX Designer | Product Designer

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EDUCATION

User Experience (UX) Certificate

Concordia University, Montreal, QC

Jan. 2022 - Jun. 2022

Bachelor of Materials Engineering (Co-op)

McGill University, Montreal, QC

Sept. 2014 - Apr. 2021

PROFESSIONAL EXPERIENCE

User Experience Designer & Junior Product Owner

CYDEF, Montreal, QC

Jul. 2022 - Dec. 2023

- Collaborated with a **remote cross-functional team consisting of designers, engineers, QA, and the product team**, to redesign a cybersecurity analytics dashboard, aimed at enhancing the efficiency of the user task flows by improving the information architecture
- Supported complex digital projects, such as **a data visualization dashboard redesign and a multi-step onboarding flow, from concept to implementation**, gaining hands-on experience across all stages of the design process
- Combined **user research insights and product requirements to create actionable design deliverables**, aligning with the product owner on priorities and implementation
- Used Figma and Miro to create detailed and accessible design assets, including user flows, wireframes, prototypes, and high-fidelity designs, as well as a **new scalable design system**
- **Led and participated in collaborative design reviews**; worked with stakeholders to share best practices and usability principles, invited feedback, and ensured design decisions were consistently grounded in both qualitative and quantitative data
- **Guided developers and QA teams** through the implementation stage by providing detailed design files and strong acceptance criteria
- Employed agile methodologies to facilitate daily stand-ups and bi-weekly retrospectives for a team of six; **used Microsoft Azure DevOps to manage timelines and align the team with the product roadmap**

User Experience Intern (Contract)

CYDEF, Montreal, QC

Apr. 2022 - Jun. 2022

- Carried out user interviews and **used qualitative data to create UX design assets** such as user task flows and user journey maps that highlighted the customer's emotional journey
- Presented user flows and iterative wireframes to stakeholders and encouraged constructive feedback while **advocating for user needs**

Undergraduate Materials Research Assistant (Co-op)

McGill University, Montreal, QC

May 2020 - Dec. 2020

- Analyzed scientific literature to **assess the benefits and disadvantages** of different research methodologies
- **Created a research plan** and detailed safety guide for experiments that were independently performed
- **Interpreted results using analytical tools** to determine the value of chosen methodologies; presented the value to stakeholders

SKILLS

SaaS design, UX/UI design, design system, research, cross-functional teamwork, agile development, scrum methodology

SOFTWARE

Figma, Loom, Miro, Microsoft Azure Devops, Roadmunk, Webflow