

# Emma Sue Reichert

UX/UI Designer | Product Designer

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## PROFESSIONAL EXPERIENCE

### User Experience Designer & Junior Product Owner

Jul. 2022 – Dec. 2023

CYDEF, Montreal, QC

- 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)

Apr. 2022 – Jun. 2022

CYDEF, Montreal, QC

- 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)

May 2020 – Dec. 2020

McGill University, Montreal, QC

- 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

## EDUCATION

### User Experience (UX) Certificate

Jan. 2022 – Jun. 2022

Concordia University, Montreal, QC

### Bachelor of Materials Engineering (Co-op)

Sept. 2014 – Apr. 2021

McGill University, Montreal, QC

## 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