Rushenka Christopher

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PROFESSIONAL SUMMARY

Product Designer with a foundation in engineering who takes projects from discovery through design and implementation. I define the problem, shape the scope, structure information, design the system, prototype, and build the final experience. My work spans cybersecurity, SaaS, civic tech, and nonprofit platforms, with a focus on simplifying complex workflows and creating accessible, scalable interfaces that are easy to use and maintain.

WORK EXPERIENCE

American Camp Association Camps (Living Water Ministries + Sugar Creek Camp and Retreat Center)   June 2025-Present
Product Designer and Front-End Developer (Full-time)   Michigan and Wisconsin

- Overhauled both organizations' websites by reorganizing content, mapping clearer user pathways, and restructuring information based on interviews, staff input, call drivers, and registration patterns.
- Migrated and developed both sites in Elementor, replacing outdated WordPress builders and producing page structures, components, and layouts that non-technical staff could update without breaking formatting, and created documentation and troubleshooting guides for long-term maintenance.
- Cut event-related queries by 70% at Sugar Creek in the first month by clarifying offerings, updating program information, and simplifying navigation.
- Launched the redesigned LWM site in time for opening-day registration, contributing to a 3× rise in registrations.

Division of Information Technology- Security, University of Maryland   March 2023- June 2025
Coordinator, Project NEThics (Full-time)   College Park, Maryland

- Drove third-party risk assessments and ADA reviews and translated findings into system-level workflows for IT compliance and access governance, reducing review and clarification time by 25% in partnership with legal and security teams.
- Created the visual design system for an in-house cybersecurity training course used by 15,000 users, applying WCAG accessibility guidelines and standardizing 20+ modules into a more consistent, lower-cognitive-load learning experience.
- Developed documentation and guides that enabled non-IT and high-turnover teams to adopt compliance and security workflows more consistently, and redesigned complex workflows into simpler, more usable processes.

The Town of University Park   August 2023- May 2024
Product Designer (Part-time)   College Park, Maryland

- Led research, information architecture, and developer documentation for a gamified sustainability platform serving 2,500 residents, conducting stakeholder interviews and translating findings into clear product requirements. Advanced the product from concept framing through research, design, prototyping, testing, and iteration using structured sprint cycles.
- Designed all user-facing and admin screens for the MVP, automating 85% of admin workflows and facilitating walkthroughs with sustainability advocates, municipal staff, and council members to build visibility and support for broader deployment.

Freshworks   July 2020- August 2022
Product Specialist (Full-time)   Chennai, India

- Architected workflow logic, custom app behavior, and AI chatbot flows that reduced support turnaround time by 65% and earned the Standing Ovation Award.
- Translated ambiguous, non-technical user needs into structured technical requirements and collaborated with product, engineering, and customer success teams to improve support processes and customer experience.

Pickyourtrail   May 2019- June 2020
Account Executive (Full-time)   Chennai, India

- Designed and delivered 100+ end-to-end travel experiences, held a top-performing track record within a 50-person team, exceeded revenue targets by 120% MoM, and achieved a 9.4 customer satisfaction score.
- Improved team workflows and developed research-informed planning materials, supported multiple teams during high-volume periods, and completed 54 cross-functional projects in two months, earning the Most Valuable Trooper Award.

EDUCATION

University of Maryland   August 2022-May 2024
Master of Science (M.S) in Human Computer Interaction (HCI)   College Park, MD

SRM Institute of Science and Technology   June 2015-May 2019
Bachelor of Technology (B.Tech) in Biotechnology   Kattankulathur, India

CERTIFICATIONS

U.S. Department of Homeland Security   Issued October 2023
Tester Web Certification Program

CITI Program   Issued February 2023
Social and Behavioral Research

SKILLS

Research & Strategy: User Research, Market Research, Usability Testing, Journey Mapping, Information Architecture (IA)
Design & Prototyping: UX/UI Design, Interaction Design, Visual Design, Wireframing, Rapid Prototyping, Design Systems, Responsive Design, AR/VR Design, Figma
Technical & Implementation: HTML/CSS, JavaScript, Workflow Logic Design, WordPress, Webflow, Unity, TouchDesigner
Cross-Functional: Developer Documentation, Technical Translation, Cross-Functional Collaboration, Rapid Iteration & Delivery