

Emily Drumm

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Experience

Seasoned UX professional with 12 years of experience in user-centered product design and research. Proficient in Figma, Axure, and Adobe Suite, with a proven ability to align user needs with business goals. Skilled in end-to-end design, including wireframes and high-fidelity prototypes.

iPacket

Senior UX Designer & Researcher

2025–Present

- Design UI for automotive dealership software, creating clear workflows in collaboration with developers and stakeholders
- Build design systems and improve design processes, incorporating stakeholder feedback to refine usability

DonorDrive

Product Designer & UX Researcher

2018–2025

- Designed and prototyped key product features that improved usability and engagement for nonprofit staff and supporters, driving platform adoption
- Established and scaled UX Research operations, integrating qualitative and quantitative insights to inform product strategy and strengthen customer retention
- Championed a user-centered design approach, aligning business goals with user needs to create more effective fundraising tools and improve donor conversion

Product Designer

2016–2018

- Designed user-centered interfaces that improved efficiency for nonprofit staff and enhanced the fundraising experience for supporters, driving engagement and donation conversions
- Developed high-fidelity interactive prototypes, collaborating closely with Engineering to accelerate feature delivery and ensure smooth execution
- Improved design consistency and usability by conducting a comprehensive UI inventory, identifying inconsistencies, and guiding the evolution of a design system
- Leveraged components and crafted UI copy to create cohesive user experiences

Global Cloud, Ltd.

Interactive Designer

2012–2016

- Designed, developed, and implemented innovative interactive solutions for diverse clients, blending design and code
- Managed multiple projects concurrently, ensuring timely completion and adherence to deadlines without compromising quality

Education

Miami University

2008–2012 • Oxford, OH

Bachelor of Fine Arts in Graphic Design, cum laude
Dean's list, Honors Program

Kent State University

2015–2016 • Kent, OH

Master of Science in User
Experience Design

Skills

Design Tools: Sketch, Figma, Axure, Adobe Suite

UX Research: Surveys, Interviews, Usability Testing, Affinity Mapping, Card Sorting, First-Click Testing

Data & Collaboration Tools: Pendo, Airtable, Optimal Workshop, Playbook UX, Great Question, Condens

Design Systems & Prototyping: High-fidelity Prototypes, Wireframes, User Flows