LAUREN LEE

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EDUCATION

DREXEL UNIVERSITY   **Philadelphia, PA**

Bachelor of Science in User Experience and Interaction Design   **2020-2025**

Summa Cum Laude; Pennoni Honors College

WORK EXPERIENCE

VANGUARD   **Malvern, PA**

UX Researcher Co-op   **April - September 2024**

- Led 3 UX research studies and supported 7 others across web and mobile products, moderating 13 interviews to improve onboarding, navigation, and login for 50M+ users
- Utilized a range of methods such as user interviews, surveys, and a diary study to uncover behavior patterns and scalability issues, shaping product strategy
- Presented findings on web and mobile navigation to senior leadership, influencing design updates that improved wayfinding and created a seamless cross-platform experience

COMCAST   **Philadelphia, PA**

Product Manager Co-op   **April - September 2023**

- Oversaw end-to-end content publishing for Xfinity App's home screen, driving user engagement with 100+ successful launches for 9.3M monthly users
- Directed workflow from stakeholder requests to design, QA testing, publishing, and analytics monitoring, ensuring user-centric design and quality assurance
- Facilitated collaboration among content stakeholders, design, and engineering teams, elevating product quality and enhancing usability

EPAM CONTINUUM   **Philadelphia, PA**

Associate Experience Designer   **March - September 2022**

- Delivered high-fidelity mobile and web screens within one-week deadlines, enhancing consistency and efficiency across client platform
- Developed and maintained a consumer-facing design system for a client using Figma and Sketch
- Designed data visualizations and graphics for internal presentations, enhancing communication across teams

SKILLS

- Software: Figma, Sketch, Webflow, Adobe Creative Suite, Microsoft Office, Google Workspace
- Design: Wireframing, Prototyping, Design System, QA Testing
- Research: User Interviews, Usability Testing, Surveys, Competitive Analysis, Journey Mapping
- Development: HTML, CSS
- Soft Skills: Empathy, Storytelling, Adaptability, Cross-functional Collaboration