

ANNA FRAZER

annacfrazer@gmail.com | 703-297-5750 | San Diego, CA 92109

Summary

Product designer with experience shaping complex enterprise and early-stage SaaS products. Skilled at untangling legacy systems, defining product direction, and translating ambiguous requirements into scalable design solutions. Known for strong systems thinking, cross-functional collaboration, and improving usability and productivity in high-complexity domains.

Experience

Respondr | Remote
(Early Stage Startup)
UX Architect
Dec 2025 — Present

- Leading UX and product strategy for a multi-product SaaS platform supporting real-time collaboration and operational coordination during crisis and incident response.
- Defining product architecture across multiple applications including a mobile communication platform and administrative coordination tools used by organizational leadership.
- Designing AI-assisted workflows enabling users to report incidents, request assistance, and retrieve operational knowledge through conversational interfaces.
- Mapping complex user flows and system states to support multi-user coordination, role-based coordination, and shared situational awareness.
- Creating mobile-first UX concepts and wireframes while collaborating closely with engineers on system architecture and data structures.

Enlyte | Remote
Product Designer
May 2022 – Nov 2025

- Led UX redesign of critical workflows in a legacy insurance claims platform (DecisionPoint), transforming it into a modern web-based system (A1P) used daily by insurance adjusters managing high-volume case work.
- Conducted user and SME interviews to understand adjuster workflows, pain points, and decision-making processes, translating insights into improved interaction models.
- Reverse-engineered undocumented system behavior by synthesizing SME interviews, training materials, internal documentation, and hands-on product exploration.
- Redesigned complex workflows—including override, revise, save, and fee schedule lookup—to reduce UX debt, minimize user error, and modernize the interface.
- Identified and proposed workflow improvements such as multi-instance support, keyboard shortcuts, and navigation enhancements to increase adjuster efficiency.
- Partnered closely with product managers and engineers to define feature requirements, clarify edge cases, and ensure design intent translated effectively into implementation.
- Contributed to accessibility improvements including keyboard navigation and focus management, collaborating with the design system team on new or adapted components.
- Produced detailed design artifacts, interaction flows, and documentation to support engineering handoff and cross-team alignment.

Wayfinder | Remote
Experience Designer &
Content Specialist
Jul 2021 – May 2022

- Designed responsive UI mockups and created SEO-driven content across multiple industries including life sciences, retail, and construction.
- Conducted stakeholder interviews across international markets to synthesize enterprise and user needs.
- Managed content via CMS and Adobe Workfront to maintain high-quality publishing workflows.

Gaming Frog | Contract
UX/UI Designer
May 2021

- Conducted user interviews and usability testing to inform product improvements.
- Delivered high-fidelity dashboard prototypes in Adobe XD for stakeholder presentation.

C2 Education
Tutor
Feb 2020 – Nov 2021

- Provided customized instruction to over 50 students across SAT/ACT prep, English, math, and college essays.
- Developed lesson plans and guided academic growth in virtual and in-person settings.

Progeny Systems
System Engineer I
Oct 2017 – Sep 2019

- Centralized requirements documentation to reduce creation time by 97%.
- Traced over 3,000 requirements to ensure cybersecurity compliance and traceability.

Skills

Product & UX: Product Strategy, Complex Workflow Design, Systems Thinking, Interaction Design, Accessibility, UX Writing

Research: User Interviews, Discovery Research, Concept Testing, Documentation

Design Tools: Figma, Adobe XD, Miro

Technical: HTML/CSS, Confluence, Azure DevOps, CMS, Adobe Workfront

Education

Virginia Tech — B.S. Industrial & Systems Engineering, Spanish Minor

Karlsruhe Institute of Technology (Germany) — Engineering coursework in full-immersion German

Ironhack UX/UI Bootcamp — Graduated May 2021