

Katie Borgia, CPACC

419.277.1160 | katie.borgia@gmail.com

portfolio: www.katieborgia.com; password: welcome

Work

Senior UX Designer: Comcast Xfinity and Wallenius Wilhelmsen via Think Company

June 2022 - present

- Create OOUX models, user flows, wireframes, and prototypes for client app considering both iOS, and Windows
- Design accessible and responsive product solutions for both native app and web browser
- Develop service design blueprints to better analyze current operating models
- Conduct design system component audit in collaboration with development team
- Develop UX strategy using data-driven insights to build a product design roadmap
- Lead weekly research discovery meetings with 10+ users
- Weekly design presentation to stakeholders
- 100% of design projects delivered on time or earlier

Accessibility Designer/Researcher: Sound Sustainability

January 2021 - September 2021

- Conduct user interviews to develop the user profile
- Develop user interview questions and quantitative surveys
- Analyze research data from surveys and interviews
- Evaluate design assets for WCAG compliance

Senior Product Designer: Eddie Bauer

September 2015 - August 2020

- Managed three design associates
- Moderated recurring product research group interviews and usability studies with end users
- Responsible for rapid prototyping innovation projects
- Ran multi-day focus group workshop for 15+ users

Additional Work

Product Designer: The North Face; January 2014 - August 2015

Assistant Product Designer: Under Armour; August 2010 - December 2013

Education

CPACC - International Association of Accessibility Professionals: June 2023

Master of Science Human Centered Design and Engineering - University of Washington: June 2022

Bachelor of Science Fashion Design: Product Development - University of Cincinnati: June 2010

Volunteer

UX and Accessibility Mentor: January 2024 - present

Seattle Cultural Accessibility Consortium Advisory Board Member: March 2023 - present

HuskyADAPT (Accessible Design and Play Technology) Design Leader: October 2020 – June 2022

Tools + Skills

user flows, wireframing, design thinking, web accessibility, object oriented UX, user centered design, prototyping, UX strategy, surveys, product design, responsive design, user interviews, user research, usability studies, heuristic evaluation, product management, Figma, Adobe CS, Airtable, Miro, Agile, Jira, HTML, CSS

Awards

- 2023 Best in UX - Comcast Experience Strategy and Design team
- 2022 Best in Research - UW HCDE Capstone Showcase
- 2022 Innovations Award Winner - Outdoor Retailer
- 2021 Capital Grand Prize - Hollomon Health Innovation Challenge
- 2017 Product Concept Winner - Red Dot Award