



User Experience Designer

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SUMMARY

UX Designer with a background in product and client-facing roles within tech startups, including experience launching an MVP in the cybersecurity space. I combine creativity and authenticity with analytical thinking to create intuitive, high-impact digital experiences. With 4+ years collaborating cross-functionally in Agile environments — and recent experience leading early product and research initiatives — I bring both vision and execution to user-centered design.

SKILLS

UI Design
User Research
Prototyping
Wireframing
Usability Testing
Responsive Design
Agile
QA
Project Management

TOOLS

Figma
Wix
Adobe XD
Miro
Jira
Zendesk

EDUCATION

Designlab

UX/UI Design | 2023-2024
560+ hour certification

The University of Tennessee

B.A. Communications Studies
Cum Laude honors

PROFESSIONAL EXPERIENCE

Designer III

FifthWall Solutions | Hybrid

Nov. 2024 - Mar. 2025

- Served as the sole in-house UX Designer, leading product design as company evolved from cyber insurance into SaaS startup; owned UX for company's first tech product from concept to preview launch.
- Spearheaded end-to-end UX of cyber risk monitoring platform for MSPs, debuting live demo at major cybersecurity conference after rapid 3-month sprint.
- Partnered with Product Manager to define company's first roadmap, backlog, and feedback-collecting process.
- Managed 2 contract UX designers and oversaw delivery of high-fidelity prototypes for stakeholders.
- Led strategy and facilitation of company's first Early Access Program (EAP), managing 2 user cohorts and conducting usability testing, live interviews, and feature prioritization workshops.
- Created responsive web interfaces in Figma, adapting quickly to shifting priorities with minimal guidance.
- Collaborated cross-functionally with Engineering, Product, and leadership to shape evolving business needs into user-centered solutions.

Team Lead Manager

Hopper | Remote

Nov. 2021 - Sept. 2022

- Led a global support team of 13, achieving top 10% performance and highest CSAT score in department of 4.42/5.
- Improved QA and coaching processes, boosting team efficiency and business impact by 15%.

Operation Specialist

Various Clients | Remote

Jun. 2021 - Nov. 2021

- Freelanced in QA, SEO, CRM, copywriting, and bug triaging for early-stage startups and SaaS clients.

Technical Account Manager

Pana | Remote

Nov. 2020 - May 2021

- Managed technical onboarding, integrations, and support at high-growth startup for 90+ clients including SpaceX, Zendesk, Palantir, and Koch Industries, maintaining an NPS of 8/10+.
- Led product training, QBRs, and translated client needs into technical requirements for Product and Engineering.

Product Support Specialist

Pana | Remote

Nov. 2019 - Nov. 2020

- Led the development of new department for QA, bug triage and backlog management, and product testing.
- Collaborated with Product and Engineering teams to scope and prioritize features and user requests, resolve bugs, and influence the product roadmap using Agile methods.
- Developed troubleshooting methods and processes that increased Product and Engineering productivity by 35%.
- Created support documentation to streamline issue resolution and improve user experience.