# katie medley

**Product Designer**

- katiedmedley.com
- katiedmedley@gmail.com
- linkedin.com/in/katiedmedley

## SUMMARY

Product Designer specializing in building 0→1 experiences for early-stage startups with experience in cybersecurity, healthcare, and travel spaces. With 5+ years of cross-functional collaboration in SaaS, startup, and Agile environments, I combine user-centered design with operational expertise to rapidly validate concepts and build market-ready solutions while thriving in ambiguous environments.

## SKILLS

UI/UX Design
User Research & Usability Testing
Accessibility (WCAG / ADA)
AI-Enabled Product Design
Wireframing
Design Systems
Responsive Design
Agile Product Development
Quality Assurance & Validation
Project Management
Cross-Functional Collaboration

## TOOLS

Figma
Adobe XD
Fullstory
Miro
Jira
Zendesk

## EDUCATION

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

**The University of Tennessee**
B.A. Communication Studies
Cum Laude honors

## UX EXPERIENCE

### Product Designer (Freelance)

*KDM Creative* | Remote                               Jun. 2025 - Present

- Sole Product Designer for early-stage startups, including an AI-powered healthcare SaaS platform used by clinical teams.
- Owned end-to-end product design from discovery through high-fidelity prototyping, delivering solutions across 34+ screens.
- Applied ADA and WCAG accessibility standards while leveraging AI-accelerated workflows to support research, ideation, and iteration.
- Partnered closely with founders and engineers to define product features, visual identity, and usability standards.

### Founding UX/UI Designer III

*Ukon* | Hybrid                                       Nov. 2024 - Apr. 2025

- Sole in-house UX/UI Designer at cybersecurity startup, responsible for designing and shipping the company's first B2B SaaS platform.
- Led 0→1 UX design in 4 months for launch at major industry conference, exceeding signup goals by 2.5×.
- Collaborated cross-functionally with product and engineering to define user flows, technical constraints, and delivery milestones.
- Designed and iterated on core workflows, multi-step forms, and data-heavy interfaces, balancing usability with security and technical constraints.
- Led company's first Early Access Program, leading usability testing, user interviews, and feature prioritization workshops with 2 user cohorts.

## OTHER EXPERIENCE

### Product Operations Specialist (Freelance)

*KDM Creative* | Remote                               Jun. 2021 - Aug. 2024

- Supported early-stage startups and SaaS teams across QA, SEO, CRM operations, copywriting, and bug triage to improve product quality and delivery speed.
- Acted as a cross-functional partner to founders, product, and engineering teams to refine issue-tracking workflows, improve documentation, and streamline communication across teams.

### 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%.

### 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.
- Translated enterprise customer feedback into technical product requirements and UX improvements for product and engineering.
- Led product training and QBRs for enterprise clients.

### 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.
- Worked directly with product and engineering to triage issues, prioritize features, and influence roadmap decisions using Agile methods.
- Developed troubleshooting methods and support documentation that increased product and engineering productivity by 35%.