



Product Designer

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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
Responsive Design
Agile Product Development
Quality Assurance & Validation
Project Management
Cross-Functional collaboration

TOOLS

Figma
Adobe XD
Wix
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 company responsible for designing and shipping the company's first SaaS product.
- Led 0→1 UX design in 4 months for launch at major industry conference, achieving 2.5x signup goal.
- Collaborated cross-functionally with product and engineering to define user flows, technical constraints, and delivery milestones.
- Managed 2 contract designers and oversaw delivery of high-fidelity prototypes and demo assets for stakeholders.
- 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 customer feedback from enterprise clients into clear product requirements and UX improvements.
- 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.
- 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%.