Mk.

MELISSA KRUGER

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EXPERIENCE

Senior Product Designer
Weave
Lehi, UT
June 2022 – May 2023

Led and owned the design system and worked with a team of one designer (myself), two FE developers, and my design director.

Created accessible elements and components as well as detailed rules, guidelines, and specs around those components.

Continued my responsibilities on the VoIP teams as stated below.

Learned how to time manage all of my team's responsibilities and priorities, ensuring to work with the VoIP team PMs when sprint planning.

Set up polls, surveys, channels, and conversations for UI developers and designers to co-exist and communicate productively.

Consistently gave designers feedback and useful input to help them grow and move forward successfully.

Product Designer
July 2020 – June 2022

Intently worked on and was the sole designer for the VoIP teams (phone experience and devices) including their BE/FE engineers and multiple PMs.

Worked to understand the complex inner workings of the Weave phone systems to better understand how the products I'm designing for work, technically.

Designed, iterated, interviewed users, ran Maze tests, and worked with the product team and onboarding over several years to create the best possible outcome.

Worked on impactful features such as departments, call queues, call groups, phone trees, and creating the softphone.

Product Designer
Instructure Inc.
Cottonwood Heights, UT
Oct 2019 – June 2020

Passionately worked on the Data & Analytics team with data scientists, project managers, and multiple engineer teams to improve and re-design the Canvas analytics product

Improved analytics data visualization to uphold to accessibility guidelines for users with visual, mobile and cognitive disabilities

Worked with a team of about 20 designers and UI developers to give feedback to other Canvas products as well as design and build new features and patterns for the Canvas design system

Used interactions with Canvas users and user community feedback in product research to gain insight to back designs for improved user experience and satisfaction

Worked with data driven engineers to understand the numbers and data behind our users and product in order to accurately design an analytics tool that serves our users

EDUCATION

Bachelor of Fine Arts, Graphic Design
Southern Utah University, Cedar City, UT
2016–2018

Bachelor of Science, Mathematics
Southern Utah University, Cedar City, UT
2011–2016

SKILLS

Research
User Testing
Prototyping
Design Leadership
Design Systems
Team Collaboration
Figma
Maze
Adobe Creative Suite
Digital Photography
Letterpress
Printmaking

REFERENCES

References available upon request.