



Emma Kwiatkowski

Software engineer turned UX Designer

Advocating for the user, I collaborate with teams of designers, developers, and business stakeholders to create applications that delight customers.

RELEVANT EXPERIENCE

MercuryGate Cary, NC

UX Designer 2

Jan. 2020 - Present

UX Designer

July 2019 - Jan. 2020

- Research product roadmap items, design mockups and document design specifications, including over 150 different screens for the new Load Board Details pages
- Represent UX on multiple Agile development teams, iterating on designs, answering questions, and documenting tasks in Jira to complete stories and epics
- Lead feature adoption research by tagging new screens in Pendo, teaching team members how to utilize Pendo and verifying all new features are reportable
- Drive the development of React components and contribute to the design system by updating symbols in Sketch
- Present and defend design solutions to peers, development teams and executive level stakeholders
- Participate in customer interviews to understand use cases and journeys and validate our solutions meet users' expectations

PeopleFluent Raleigh, NC

Software Engineer

April 2018 - June 2019

Assoc. Software Engineer

Sept. 2015 - April 2018

- Consulted, facilitated and configured solutions to meet customer needs
- Designed customer-specific branded solutions using CSS and HTML
- Created custom logic using JavaScript and Python to validate, hide and show job application fields
- Debugged software defects using various research methods and implement fixes
- Created demo versions of customer change requests in real-time to improve the efficiency of requirement meetings

Wyndham Worldwide Parsippany, NJ

Project Management Intern

Summer 2014

- Organized user acceptance testing and end user training
- Presented mobile initiative to improve generational customer experiences to Senior Leaders

EDUCATION

Bloc | July 2019

Design Apprenticeship

Learned and practiced UX from research to development with the help of a mentor

Elon University | May 2015

Bachelor of Arts

Computer Science
Media Arts & Entertainment: Cinema

CONTACT

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📍 Raleigh, NC

SKILLS

UX Software

Sketch, Figma, InVision, Abstract, Framer, Photoshop, Usability Hub

Languages

HTML5, CSS3, JavaScript, SQL Server, Git

Tools

Pendo, GitHub, Jira, Aha

AWARDS

First Place, Lincoln Financial Group Codeathon

Designed and developed a WordPress site in 24 hours for NC A&T's STEM program for girls

DID YOU KNOW I...

Compete on a curling team

Biked from New Hampshire to Vancouver

Founded a comedy improvisation club at Elon

Wrote, produced, and edited a web-series and short film