

Sarah Heilman

User Experience Designer

OBJECTIVE

Problem-solver and adventurer looking for a UX Design role with an established UX team and a successful product.

EXPERIENCE

Kingland Systems — Lead UX Designer

JAN 2020 - PRESENT

Lead UX designer on a data management and compliance platform. Introduced monthly usability research, build-measure-learn, critique, and data-driven design to the Kingland process. Led a cross-functional team in a product redesign, from sketches to final designs and requirements. Shipped core functionalities including notifications, inline validation, side-by-side view, import, export, search, and dashboard. Increased completion rates from 0% to 100% on a top task and reduced avg. time spent on another from >5 minutes to <2 minutes. Organized a learning community around UX best practices. Currently spearheading a design system and working on the company's first mobile application.

Workiva — UX Design Intern

MAY - DEC 2019

Worked with a cross-functional development team, first on a presentation tool for financial reporting, then on a higher-impact project dealing with iXBRL. Responsible for early sketches to finished prototypes, usability testing, and advocating for user needs. Designed and shipped shape properties panel, shape selector, presentation master mode, XBRL copy/paste, and XBRL profile selector. Collaborated with Content team to roadmap a plan for improving keyboard shortcuts across products. Presented at Workiva's 2019 UX Team Jam.

GuideOne Insurance — Software Development Intern

JAN 2018 - JAN 2019

Although titled Software Development, work focused on UX design and technical communication. Designed the user experience for a live-chat feature. Conducted card sorts and redesigned information architecture for technical documentation. In a minor capacity, wrote scripts, fixed bugs, and processed data in Java.

Portfolio: sarahheilman.com

CONTACT

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EDUCATION

UX Design Certificate

AUG 2020

Nielsen Norman Group

B.A., Technical Communication

DEC 2019

Iowa State University

Minors: Design, Computer Science

4.0 GPA

SKILLS

- User-Centered Design
- User research and facilitation
- Sketching, wireframing, and prototyping
- Interaction design
- Figma, Adobe XD, Balsamiq, and Sketch (also happy to learn other tools!)
- Active listening, stakeholder management, and communication
- Remote collaboration