

Jennifer Christensen

Product Designer

San Francisco Bay Area/Remote

CONTACT

✉ janetchristensen94@gmail.com

🌐 <https://www.linkedin.com/in/jennifer-elizabeth-christensen/>

PROFILE

I am a product designer with a passion for accessibility. I have an additional 5 years of experience in customer success, working directly with clients in the B2B SaaS tech space. I love continuously growing and learning, and creating better experiences for clients.

PORTFOLIO

<https://janetchristensen94.wixsite.com/designportfolio>

DESIGN SKILLS

Figma, Zeplin, Miro, Canva, Marvel POP, wireframes, usability testing, user interviews

EDUCATION

Bridgewater State University - Bridgewater MA

Graduated: May 2016

B.S. in Psychology

B.A. in Cultural Anthropology

Springboard UI/UX Design Career Track Certification

December 2021-2022

9-month course in UI/UX methodologies

Harvard University (In association with edX) Professional Certificate in Computer Science for Web Programming

Issued September 2021

REFERENCES

Available upon request

WORK EXPERIENCE

Associate Product Designer Paradigm - Remote

January 2023 - Present

- Design System Creation & Management - Collaborated with the product designer and created the 1st design system for PracticePanther, a SaaS case management system for attorneys. Created components in Figma and handed them off to the engineering team for creation. Performed audits in the existing product to determine what components were needed.
- UX testing - Conducted one-on-one semi-structured tests and interviews via Zoom, wrote scripts and testing questions, and created the Figma prototypes for all tests - purpose was to test the usability of a new search feature in PracticePanther. Created Maze tests for gaining quantitative data also.
- Affinity Mapping and Synthesizing Research - After data was collected from UX testing and interviews, created affinity maps to determine next steps and action items for the design team.
- Created wireframes and hi-fi designs for a new document management system for MerusCase. Worked with stakeholders on numerous iterations, as requirements changed. Presented wireframes to users and got feedback.
- Designed an alert notification system for MerusCase from start to finish. Created mockups, wireframes, hi-fi designs. Wrote customer-facing documentation on how to use the feature. All user feedback post-release was positive!

Data Migration Coordinator/Customer Success Specialist December 2020 - December 2022 MerusCase - Oakland CA - Remote

- Assisted law firms with the data migration process, moving from a previous system to MerusCase, a cloud-based SaaS for attorneys. Performed data grabs using tools such as Powershell and Cygwin.
- Implemented changes to the iterative migration process and internal documentation. Communicated back and forth with all stakeholders, as iterations were needed regarding data.
- For 2021, achieved a 95.7% customer satisfaction score - the highest score out of the entire customer success team at MerusCase, for the full year.

Pharmacy Client Support Specialist/Seminar Coordinator March 2017 - February 2020 MEDITECH - Boston MA

- Provided customer support for electronic health record software for hospitals. Assisted users with troubleshooting, testing, and project management. Organized and led educational seminars.
- Provided on-site support to an Ontario hospital 3 times per year in 2019. Assisted in-person with optimizing the user experience for pharmacists and nurses at the hospital, as they used Meditech software.