

Courtney Remm

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Based in sunny Denver, CO

Strategic product designer and design leader with an extensive track record of shipping SaaS products and native mobile apps in healthcare, financial services, education, and e-commerce. Strong cross-functional collaborator and communicator, comfortable with ambiguity and complexity, always striving for continuous improvement. Operationally minded, with experience building design practices and processes for high-performing design teams. Highly engaged mentor for peers and emerging product design & UX professionals.

Education

Thomas Jefferson University

M.B.A. Candidate
SEPTEMBER 2021 – PRESENT

Drexel University

B.S. Graphic Design
2009 | CUM LAUDE

Skills

Strategy & research

Visioning & alignment
Workshop facilitation
Generative & evaluative user research
Usability testing
Data analysis & synthesis
Ideation & brainstorming

Design

User & task flows
Information architecture
Prototyping
Wireframing
Visual design
Design systems

Experience

Panorama Education • Remote

Product Design Lead

SEPTEMBER 2022 – PRESENT

- Oversee product design execution and its alignment to overall product strategy and goals for one of the company's three major product lines
- With engineering leads and product managers, define high-level requirements, constraints, and goals for complex projects, break down large problems into smaller ones, and identify dependencies to rationally sequence the work in a strategic way
- Collaborate with peer design leads on product-line-spanning design initiatives to integrate those products into a single platform for a cohesive, consistent user experience
- Mentor and coach product designers, leveling up both technical and communications skills to successfully collaborate across functions and build great products
- Create tools, processes, and documentation for design team members to operate smoothly and efficiently

Northstar Money • Remote

Lead Product Designer

JANUARY 2022 – AUGUST 2022

- Spun up user research practice encompassing user persona definition and operational processes for continuous discovery and research study execution
- Partnered with product and engineering to define solutions, scope, and product requirements
- Facilitated workshops for business stakeholders and cross-functional teams to ideate, align, and make decisions
- Designed consumer-facing features for financial wellness product on web and iOS; contributed to web and iOS design systems and component libraries

Tools

Figma, Sketch
Figjam, Miro, Mural
Atlassian Suite
Notion
Dovetail, Tetra
Maze, Optimal Workshop

Coursework

Harvard Business School Online

Developing Yourself
as a Leader
SPRING 2020

Massachusetts College of Art & Design

Interaction Design
FALL 2013

Boston University

Interaction Design,
Data Visualization,
Typography
SEPTEMBER 2011 –
MAY 2012

Interests

Travel
Ultimate frisbee
Biking
Cooking
Rock climbing
Basketball (Go Celtics!)

*References available
upon request*

Portfolio password:

MarcusSmart

Vanguard • Philadelphia

UX/Product Strategist, Mobile App

JUNE 2020 – JANUARY 2022

- Drove stakeholder alignment on product vision for consumer mobile app serving 2.5M clients
- Facilitated workshops for business stakeholders and cross-functional teams to ideate, align, and make decisions
- Led UX strategy with content strategists and user researchers, providing senior leaders with a more cohesive vision of the product's north star
- Mentored and coached UX designers and strategists to hone their craft and level-up their skills
- Developed operational processes; managed day-to-day project tasks and led collaboration sessions for UX designers, writers, and researchers

Wellframe • Boston

Lead Product Designer

FEBRUARY 2019 – JUNE 2020

Senior Product Designer

JANUARY 2018 – FEBRUARY 2019

Designer

NOVEMBER 2016 – JANUARY 2018

- Designed features and capabilities from end-to-end for iOS, Android, and web SaaS products
- Built design system to create consistent and standardized UI patterns; reduced visual design process delivery time by 40%
- Conducted user interviews and usability testing at client sites with B2B product users; synthesized qualitative data and generated actionable insights for product improvements

BEAM Interactive • Boston

Designer

FEBRUARY 2016 – NOVEMBER 2016

- Participated in design sprints to define and explore future digital experience with clients; performed design thinking exercises, competitive and landscape analyses, and experience audits
- Prototyped working demos with engineering team, observed user testing, and analyzed insights
- Partnered with producers, account executives, strategists, and copywriters to execute against objectives presented in client briefs

Wayfair • Boston

UI/UX Designer

FEBRUARY 2014 – FEBRUARY 2016

- Led end-to-end creative redesign of iOS app for iPhone and iPad
- Drove initiative to create mobile style guide and pattern library to reduce engineering effort and unify brand across devices and platforms
- Collaborated with UX writers and engineers to bring designs to fruition