

Kaycee A Collins

Product Strategy + UX Design Leader | Remote, CHI

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DESIGN LEADERSHIP EXPERIENCE

Honor, Remote — *Product Design Director*

NOVEMBER 2021 - JUNE 2023 (*Role Eliminated*)

I worked with a cross-functional team of leaders to ensure the success of product development while empowering individual Product Designers to shine and upskilling the team in UXR, JTBD, CUJs, etc.

- **UpSkilling:** Developed educational programming for seasoned design team that resulted in significant increase in capacity (e.g., JTBD, CUJs, Design Feedback, Stakeholder Management)
- **Product Strategy:** Aligned with key partners (e.g., product, data science, care, tech) to ensure the product vision comes to fruition
- **Leadership Coaching:** Coached principal-level designer and creating space for them to craft product visions with the CPO
- **Scaling Product Design + Operations:** Improved the processes and practices for how we achieve our design vision
- **People Management:** Managed a team of 10+ talented mixed-level product designers and researchers to ensure a positive feedback culture that grows a high-performing teams
- **Workshop Facilitation:** Led and taught effective facilitation skills across the product organization that drove the future product visions

Ro, Remote — *Director of Product Design, Patient Experience*

NOVEMBER 2020 - SEPTEMBER 2021

I worked with a cross-functional team of leaders to establish the organizational structure and operations that would enable delivering quality patient experiences across Ro's primary 'Care Verticals' (e.g., Mental Health, Skincare, Metabolic). My main responsibilities included staffing, crafting design operation backlogs and implementing PD programming and operational practices.

- **UpSkilling:** Developed educational programming for seasoned design team that resulted in significant increase in capacity (e.g., JTBD, Design Feedback, Stakeholder Management)
- **Design Leadership:** Managed a team of 5+ talented senior-level product designers and researchers to ensure a positive feedback culture that grows a high-performing teams and excellent patient experience
- **Product Strategy:** Aligned with key partners (e.g., product, branding, science, tech) to craft product vision
- **Workshop Facilitation:** Led and taught effective facilitation skills across the product organization driving feature development

SUMMARY

Resilient Leader with 13 YOE spanning different products, products, + industries with a track record of upskilling high-performing teams while influencing the product org through frameworks + new ways of working.

EDUCATION

MS HCI, 2014

DePaul University

MBA, 2010

Southern Illinois University, Edwardsville
2009 - 2010

BS Business, 2009

Southern Illinois University, Edwardsville

AREAS OF EXPERTISE

Developing High-Performing Teams
Design Curriculum Development
Product + Design Strategy
Design Thinking Process
Communication Design
Data-Driven Design
Conceptual Design
Design Culture
Team Building
Prioritization
UX Research

TOOLS

Pen + Paper
Chat GPT
Mural.ly
Figma

WW, NYC — *Sr. Product Design Manager*

MARCH 2018 - OCTOBER 2020 (2 years 9 months)

Coached designers through project scoping, design/product strategy, UCD processes, and stakeholder management. My main responsibilities included encouraging positive feedback loops across teams, defining and maintaining UX design processes, and ensuring design quality.

- **Design Leadership:** Managed a team of 6+ talented product designers to ensure a positive feedback culture that grows high-performing teams and individual
- **Product Strategy:** Align with key partners (e.g., product, branding, science, tech) to craft product vision
- **Design Operations:** Improve the processes and practices for how we achieve our design vision
- **Prioritization:** Influence the roadmap by illustrating how we'll achieve business goals while solving member problems
- **Workshop Facilitation:** Led and taught effective facilitation skills across the product organization driving feature development

EXPERIENCE AS INDIVIDUAL CONTRIBUTOR

Springboard, Remote — *UX Mentor, Writer, Consultant*

DECEMBER 2015 - MAY 2019 (3 years 6 months)

Cooper, SF + NYC — *Sr Interaction Designer*

Promotions: Assoc. Interaction Designer > Interaction Designer > Sr. Interaction Designer

AUGUST 2015 - MARCH 2018 (2 years 8 months)

Climate Corp., SF — *Practice Lead, UX Research + Design*

APRIL 2014 - AUGUST 2015 (1 year 5 months)

Manifest., STL — *User Experience Manager*

MARCH 2013 - APRIL 2014 (1 year 2 months)

Scottrade., STL — *Sr. UX Researcher*

Promotions: UX Researcher intern > UX Researcher > Sr. UX Researcher

MARCH 2010 - NOVEMBER 2012 (2 years 9 months)