

Krystyna Ewing - User Experience Designer

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Professional Summary

Product-focused UX/UI designer with 6+ years of experience crafting accessible, inclusive, and data-informed experiences for both consumer and enterprise platforms. Skilled at translating complex workflows into intuitive interfaces using user research, rapid prototyping, and close engineering collaboration. Proven track record at fintech and public-sector products improving task completion, reducing errors, and driving adoption across web and mobile platforms

Core Competencies

User Research • Interaction Design • Design Systems • Accessibility (A11y) • Prototyping & Testing • Figma, Sketch, Adobe XD • Front-end collaboration (HTML/CSS/React) • Journey Mapping • Stakeholder Facilitation • Agile & Lean UX

Experience

Lead UX Designer / HazAdapt / Remote | 2022 – Present

- Led end-to-end product design for ResiliencePoint, a community resilience dashboard used by emergency managers, municipal leaders, and community organizers to monitor hazard risk and response readiness
- Defined product vision and prioritized roadmap items through synthesis of stakeholder interviews, community workshops, and analytics which resulted in a 40% increase in active community users during high-risk events
- Architected a modular design system (component library, tokens, documentation) in Figma to accelerate delivery and ensure accessibility compliance
- Aided in research and analysis in trauma informed design to determine symbol language, color, and layout were culturally appropriate and non-triggering
- Produced high-fidelity prototypes and clickable flows for multi-device validation; worked closely with front-end engineers to implement responsive behaviors and performance optimizations
- Implemented A/B experiments on hazard guide calls-to-action. Insights led to a revised content structure that improved hazard guide completion rates by 22%
- Coached and mentored two junior UX designers, establishing regular design critiques and shared resources to scale UX practices across the organization
- Tools & technologies used: Figma (Design System), ClickUp (Ticket tracking) & Mixpanel (behavior analytics), Google Docs and Google Drive (documentation)

UX Designer / JPMorgan Chase / Columbus, OH | Jan 2024 – May 2024

- Embedded within Legal & Regulatory Operations to redesign internal workflows and tooling for case management and document notifications
- Worked with researchers in discovery sessions with legal SMEs to map current-state workflows and identify failure points
- Helped to create comprehensive user flows, wireframes, and clickable prototypes in Figma for the internal Central Death Notification tool, improving clarity for edge-case handling and multi-team coordination
- Partnered with UX researchers to run moderated usability tests with internal users; synthesized results into actionable design changes that decreased task time by 18%
- Presented accessibility recommendations and ensured conformance to WCAG guidelines across new UI components used internally
- Worked alongside engineers to hand-off specifications, create component acceptance criteria, and validate implemented interactions during sprint demos

- Tools & technologies used: Figma, Sketch, Confluence, Jira, InVision (for archive artifacts), basic HTML/CSS for interaction proofs

Creative Technologist / Pentagon Federal Credit Union / Remote | Jan 2023 – Oct 2023

- Supported a major platform migration from legacy .NET systems to Salesforce Lightning by aiding in designing UI patterns and mapping feature parity to ensure a seamless customer experience
- Designed mobile-first component libraries and prototypes using Figma and Salesforce Lightning; worked with React Native developers to maintain visual and interaction parity across channels
- Led design QA sessions, documented accessibility checks, and collaborated on performance trade-offs to reduce page load times for critical flows
- Led a team of front-end developers to ensure the adherence to design and accessibility standards for the online banking platform
- Facilitated cross-discipline workshops (product, UX, engineering) to clarify API surface needs and support consistent UI states across error, empty, and success cases.
- Tools & technologies used: Figma, Salesforce Lightning, React Native, Confluence (Documentation), Jira

UX Designer / TrueLink Financial / Remote | Jan 2020 – Feb 2021

- Owned the redesign of the beneficiary management flow to improve clarity for guardians and fiduciaries managing pooled trusts
- Led research efforts (surveys, contextual interviews, usability tests) to quantify pain points and inform design hypotheses
- Designed and shipped the Draft Disbursements feature that automated manual steps and reduced backend processing time, making the disbursements process simpler for account admin
- Partnered closely with engineers and product managers in a fast-paced agile environment, creating acceptance criteria and iterating on user feedback across sprints.
- Created onboarding materials and conducted walkthroughs for customer success teams to support rollout and adoption
- Tools & technologies used: Sketch, Figma, Adobe XD, Google Forms (research), Jira

Selected Projects

- ResiliencePoint / Community Dashboard

Designed the end-to-end experience including data visualizations, community reporting tools, and hazard guides. Led iterative research and design sprints with community stakeholders to refine indicators and alerts

- Platform Migration / PenFed

Led UI parity efforts and developed a tokenized design system to speed delivery during a platform migration to Salesforce Lightning. Coordinated component-level acceptance tests with engineering.

- Draft Disbursements / TrueLink Financial

Delivered a feature that automated multi-step financial disbursements for pooled accounts, reducing manual processing and errors while improving the audit trail for compliance teams.¶

Education

Web Design & Development, Southern New Hampshire University | 2018

Certificate of Java Development, We Can Code IT | 2022

Tools & Technical Skills

Design & Prototyping: Figma (Design Systems, FigJam), Sketch, Adobe XD, Framer

Research & Testing: Moderated usability testing, remote unmoderated testing, surveys, contextual inquiry

Front-end & Handoff: HTML, CSS, basic JavaScript, React, React Native, Storybook, Salesforce Lightning
Analytics & Tools: Mixpanel, Google Analytics, Jira, Confluence
Accessibility: WCAG conformance reviews, color contrast, keyboard navigation, screen reader testing

Additional Activities

Mentor and reviewer for junior designers; participant in local UX meetups and remote workshops;
occasional guest speaker at tech meetups.