

KIM MOSBERGER

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Human-Centered Design Leader

SUMMARY

Data-driven Product Design Leader with expertise in UX/UI design, user research methodologies, and design systems. Proven ability to translate user needs and business goals into innovative and impactful product solutions. Highly collaborative and communicative, I excel at building strong relationships with stakeholders and leading cross-functional teams to achieve shared product vision. I have expertise in user research, data analysis, and design systems, consistently exceeding expectations and driving measurable business outcomes.

SKILLS

Agile Methodologies

Information Architecture

Heuristic Evaluation

Figma

Design Systems

User Journeys

User Interviews

Pendo & Quantum Metric

UX Strategy

Personas

Usability Testing

User Testing & User Zoom

WORK EXPERIENCE

Millennium Systems International

Dec 2023 – Present

UX ARCHITECT

- Architected and implemented PRISM, a comprehensive design system that enhanced collaboration and accelerated time-to-market for both B2B and B2C products.
- Led the implementation of a user-centered design culture within the product department. Partnered with client success to establish a bi-weekly cadence of user interviews, ensuring ongoing alignment with customer needs and driving successful product launches and positive customer feedback.
- Overhauled online user experiences for scheduling, self-pay, and memberships, resulting in an overall 5% increase in task completion rate and a 10% decrease in time spent on key actions. This improved platform has enhanced efficiency and user satisfaction for our clients.
- Implemented Figma and usability testing platforms to streamline design workflows and conduct rigorous accessibility audits, guaranteeing compliance with WCAG 2.0 AA standards and creating a more inclusive digital environment.

DISH Network

Feb 2022 – Dec 2023

UX DESIGN MANAGER

- Successfully led a cross-functional team (designers, developers, researchers) in delivering successful product design and research for multiple enterprise clients, including Dish, OnTech, Genmobile, Boost, and Sling.
- Implemented lean UX methodologies to the design process, achieving a 10% reduction in research and design times.
- Led the development and implementation of inclusive UX research methodologies across all lines of business, resulting in a 3-5% improvement in System Usability Scale (SUS) scores across key products.
- Built a high-performing UX research team and process, facilitating an average of 60+ successful studies per month.
- Developed targeted research strategies that increased conversions while maintaining a high customer satisfaction score of 88%, measured by Qualtrics.

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WORK EXPERIENCE

Bomb Bomb

Aug 2021 – Feb 2022

LEAD PRODUCT UX DESIGNER - WEB APPLICATION

- Crafted innovative product design solutions for security-oriented web application features, demonstrating strong problem-solving and user-centered design skills.
- Used UX research methods to uncover user needs, frustrations, and preferences that helped drive product development and design decisions by conducting bi-weekly user interviews and focus groups.
- Designed user experiences for desktop, tablet, and mobile platforms, while ensuring seamless integration with partners like Google and adhering to all design stipulations.
- Successfully partnered with product managers and lead developers in a triad Scrum model to set and achieve sprint goals aligned with company KPIs, with a strong focus on enhancing user experience.
- Planned and conducted monthly team design studios to effectively support and validate design efforts.

What If Media Group

Sep 2015 – Aug 2021

UX DESIGNER II

- Guided user-centered development of multiple digital brands across diverse verticals, including those within highly regulated industries like finance, ensuring compliance with strict industry regulations.
- Oversaw a cross-functional team supporting the entirety of the organization, consisting of both designers and analysts.
- Developed and implemented comprehensive research and testing processes, integrating mixed methodologies to enhance standards across multiple teams.
- Created a training program for designers focused on SEO strategies, ADA accessibility, CCPA regulations, and best practices.

360 Spectrum Designs

Sep 2011 – Jan 2020

OWNER

- Delivered impactful design solutions to over 60 businesses by designing logos, websites, and print media.
 - Led design sprints to create customer-facing digital products, optimizing their processes and productivity.
 - Designed user experience strategies for small businesses looking to scale their digital presence taking into consideration valuable metrics like unique impressions, drop off rates, exit paths, and engagement scores.
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EDUCATION

Bachelor of Arts in Fine Art | University of Missouri, Columbia, Missouri

2010

Associates of Arts in Liberal Arts | Longview Community College, Kansas City, Missouri

2007

PROFESSIONAL DEVELOPMENT

Product Analytics Certification | Pendo

Nov 2024

Pendo Essentials for Web | Pendo

Nov 2024

Continuous Product Design (CPD) Foundations Certification | Quantum Metric

Sep 2022

Certified Scrum Product Owner | Scrum Alliance, Inc.

Nov 2021 – Nov 2025