

Kathleen Parsons

LinkedIn: <https://www.linkedin.com/in/kathleenparsons/>

Passionate about people, research, collaboration, and moving the needle to launch great human-centered products and experiences.

Contact

209.535.7149
Kathleen.Parsons34@gmail.com
San Diego, CA

Education

M.S. Human Centered Design & Engineering, 2021 University of Washington

B.A. Sociology
Minor, Global Studies
UC Davis, 2012

Key Skills

Project Management
External Communications
UX Research
Usability Studies
Qualitative Research
User Interviews
Stakeholder Alignment
Project Scoping
Product Memos
Agile Teams
Collaboration
Vendor Management
Timeline Management
Delegating/Organizing
Sprint Schedule
Wireframing
Rapid Prototyping
Ideating Sessions
User-Centered Approaches
User Advocate
Interpersonal Skills
Empathy

Completed Graduate Courses:

Invent.us | San Diego, CA

Product Manager/Consultant

September 2020 - Current

Project Lead for the end-to-end development of a new internal software platform for a large luxury real estate firm client. 7,000 users across the U.S. in seven different regions. Process includes design, test, and build - and iterate.

Manage Executive level stakeholders and client PM daily. Orchestrate priority conversations, project timelines, internal and external communications. Navigate and negotiate client expectations in regards to timeline and dev team capacity.

Consultant with industry SMEs as proxy users to align on workflow processes, compliance complexities and user needs/motivations. Partner closely with scrum master, and manage our project UX designer. Manage sprint timelines and priorities.

Supported internal product development as a member of the product team. Managed Jira Kanban board with business analysts. Leveraged external meetings for internal product development.

Product Management Intern

May 2020 - September 2020

Managed a third-party platform integration feature in an early-stage start-up. Developed product memos, roadmap, and user stories. Collaborated with an agile dev team.

Worked with Business Analysts to understand client business requirements, business rules, in compatibility with functional requirements.

Attended conferences in the finance industry and took courses to better understand, and empathize with, product end-users.

University of Washington | Seattle, WA

Fulltime Graduate Student, M.S Human Centered Design & Engineering

September 2019 - April 2020

Bill & Melinda Gates Foundation | Seattle, WA

Program Assistant III | Integrated Product Development

January 2016 - August 2019

Managed team operations and contractor/vendor processes for a matrixed functional team working across program teams.

Managed domestic and international events and conferences (London, Cape Town, New Delhi x2, Edinburgh, Washington DC x2, Yogyakarta). Including hotel contracts, agenda and material creation, participant logistics and speaker arrangements.

User-Centered Design (HCDE 518)
Enterprise Information Systems Analysis & Design (IMT 541)
Engineering Internship (ENGR 601)
Navigating Design in Organizational Contexts (HCDE 503)
Programming Concepts (HCDE 524)
Issues in User Experience (HCDE 521)
Usability Studies (HCDE 517)
Information Visualization (HCDE 511)
Qualitative Research Methods (HCDE 519)
Design & Management of Complex Systems (HCDE 520)
Theoretical Foundations of Human Centered Design & Engineering (HCDE 501)
Research Capstone (HCDE 592)
Issues in User Experience (HCDE 521) Capstone (HCDE 593)
Design, Use, Build (HCDE 523)

Supported strategy officer in data acquisitions. Collaborated closely with researchers, bioengineers, data scientists, consultants, program officers to align on priorities and run an efficient and fast-paced rhythm of business.

Part-time scrum master for Data Science Insights team. Coordinated weekly sprints, created agenda and slide decks, connected stakeholders and kept them accountable for deliverables. Took action items and backlog items.

Received three internal awards and only program assistant in 2017 to receive a high impact bonus for managing a large data repository.

Program Assistant I | Vaccine Development Team (Contract w/VOLT)

September 2014 - September 2015, Seattle, WA

Managed meeting pipelines, project coordination, event planning and provided administrative support to the chemistry, manufacturing, and controls domain.

Experience Continued

Perkins Coie Law Firm | Patent Litigation Department Assistant III

July 2013 - August 2014, Seattle, WA

Conducted research/discovery for firm partners. Administrative support, facilitating client inquiries, matter intake forms, monthly invoicing and trial exhibit organization.

U. S. Dept. of Commerce | International Trade Intern

June 2012 - December 2012, Sacramento, CA

Conducted market and tactical research for small to midsize businesses looking to expand locally and internationally. Connected clients to partners and foreign distributors. Attended local trade shows and Universities to represent the department.

Project Management & Collaboration tools

Google Suite Products, Microsoft Outlook Suite Products, Basecamp, Tableau, Jira, Asana, Zoom Pro & Webinar, Adobe Pro Products, Figma, Justinmind Prototyping, Slack, Dropbox, Go-To Webinar, Synapse, Survey Monkey, Workday Management, Salesforce, Docusign, Confluence, Miro, Gitlab, Clockify, Teams

Other Activities & Projects

2020 Convey UX Volunteer w/Blink Company

Accelerated Implementation Change Management - 2 Day Course

