

KRISTINA ARNOLD

SENIOR PRODUCT DESIGNER

EXPERIENCE

Vizlib, Lund (hybrid) — SENIOR PRODUCT DESIGNER

OCT 2020 - PRESENT

Deputy to Design Lead

Contributed to designing and launching a cloud-based data visualization product using comprehensive and agile design processes, including:

- ★ Designed the visualization experience for a technical expert to edit and create interactive visualization workbooks, from early stage wireframing to execution and launch
- ★ Designed AI features and worked as lead designer for visualizations, properties panel, filter experience and more
- ★ Designed and maintained standard components and specifications for the design system
- ★ Collaborated with developers, product managers, CEO, marketing
- ★ Created User Journey Maps, Service Blueprints
- ★ Conducted ser research with various methods such as surveys and interviews, competitors analysis
- ★ User testing (online/in person and moderated and unmoderated)
- ★ Created usertesting database, maintained a user network for testing
- ★ Design workshops to define requirements
- ★ Defined design personas

Qlik, Lund — CX DESIGNER

MAY 2020 - OCT 2020

Service und user experience for the support department of Qlik, a business intelligence visualization software company.

- ★ Conducted user research to understand user needs
- ★ Collaboration with stakeholders to redesign new touchpoints
- ★ Defined personas and identified user journeys
- ★ Prototyping ideas for multi-touch end-to end user journey

Qlik, Lund — UX RESEARCHER

SEP 2019 - FEB 2020

- ★ Conducted user research and usability studies to evaluate designs
- ★ Presented usability results to project stakeholders

SKILLS

Design research
Prototyping
Conceptualization
User/usability testing
Service Design
Data driven design
UI design
User journey mapping
Service Blueprinting

TOOLS

Figma/Figjam for prototyping
Zeroheights for design system
Hotjar for data-driven design
Gleanly for user research
Usertesting.com and **Maze.com** for usertesting
Confluence/Notion
After Effects, Lottie Files for animations
Jira for sprint workflows
Basic HTML5, CSS, JavaScript

LANGUAGES

German (mother tongue)
English (business level)
Swedish (business level)
Spanish (business level)
French (intermediary)

- ★ Prototyping using design guidelines and design libraries
- ★ Working closely with development teams
- ★ Re-designing existing UIs

Qlik, Lund — CUSTOMER SUCCESS

MAR 2014 - MAY 2020

- ★ Support of customers in German, Spanish, English
- ★ Collaboration with internal stakeholders

First Climate, Zurich, Switzerland — SENIOR CONSULTANT

MAY 2007 - AUG 2013

Consulting private and public sectors on voluntary carbon markets, emission reduction options like carbon credits and sourcing of projects

- ★ Project management, consulting and business development/sales of carbon credits (voluntary and compliance)
- ★ Carbon footprinting
- ★ Procurement of carbon offsetting projects

EDUCATION

Malmo University, Sweden — INTERACTION DESIGN

SEP 2017 - JUL 2020

Basel University, Switzerland — EUROPEAN STUDIES

SEP 2004 - JUNE 2005

Universidad Complutense, Spain — EXCHANGE SEMESTER

SEP 2002 - MAR 2003

Technical University Dresden, Germany — INTERNATIONAL RELATIONS

SEP 2000 - JUNE 2003