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## EDUCATION

- **MS**, Human Computer Interaction, University of Michigan, 2005
- **BS**, Computer Science, Michigan Technological University, 2003

## SKILLS

### **UI/UX Design**

- UX requirements and ideation
- Personas and mental models
- Site maps, user flows and wireframes
- Hi-Fi mock-ups and prototypes
- Style guide and pattern library
- Usability research

### **Product Management**

- Roadmap development
- Backlog management
- Feature intake and prioritization
- Release planning

### **Project Management**

- Working with Kanban and Scrum processes
- Scope, time and resource estimates
- Deliverable tracking

### **People Management**

- Recruiting and onboarding
- People development

### **Customer Services**

- Customer engagement and feedback
- Strategic UX planning

## SUMMARY

Business focus, UI/UX design expertise, strategic design solutions, persuasive communication, and a passion for user satisfaction are what I bring to a team. I am looking for an opportunity where I can use my deep knowledge and experience in UI/UX design, web technologies, customer services and project/people management in a single role while building innovations and growing business.

## WORK EXPERIENCE

- **Product Experience Manager**, FireEye Inc., Mar 2016 - Present
- **UX Manager/Senior Technical Project Manager**, AOL Platforms, Oct 2010 - Mar 2016
- **Information Architect**, NavigationArts, Aug 2008 - Oct 2010
- **User Interface Designer**, Blackboard, Apr 2008 - Aug 2008
- **User Experience Designer**, AKQA, Jun 2007 - Mar 2008
- **Web Services Librarian and Usability Analyst**, University of Michigan Library, Jun 2005 - Jun 2007

## KEY RESPONSIBILITIES

***Below is a representation of the most important responsibilities I have as Product Experience Manager at FireEye:***

- Lead UI/UX design for FireEye's endpoint and network forensics products
- Create overall UI/UX strategies for products and features, and align cross-functional teams to execute the strategies with consistent design/dev approaches
- Hold requirements gathering and concept brainstorming sessions with product stakeholders and facilitate ideation
- Plan and coordinate an ongoing customer feedback program that engages customers in early product roadmap discussions and prototype reviews
- Engage internal users and external customers in contextual inquiries, interviews, usability testing, UAT, and other types of usability research throughout all stages of product development life cycle; leverage user data in product and design decisions
- Work with dev, project and product teams to establish and optimize a UI/UX design process that syncs with the agile dev process and to ensure seamless design hand-off
- Manage senior and mid-level designers, guide design directions, and allocate resources

## VOLUNTEER EXPERIENCE

- **Deputy Director of Operations, China-U.S. Business Roundtable**  
China-U.S. Forum  
Washington DC, Apr 2016 - Aug 2016

## REFERENCES

References are available upon request.