



ninakeoborakot.com
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CERTIFICATIONS

**Certified Practitioner of
Human-Centered Design**
LUMA Institute
September 2019

**Fundamentals of Innovation
through Human-Centered
Design**
LUMA Institute
August 2019

AWARDS

**Innovation of the Year:
3rd Place in Continuous
Innovation**
Pitney Bowes
May 2021
For launching a world-class
client support product

SKILLS

Design
Interaction design, service
design, prototyping, visual
design, design systems

Research
Interviews, journey mapping,
user flows, user testing, data
analysis, problem framing

Leadership
Design thinking, stakeholder
management, design and
research strategy

Development
Agile, Lean Six Sigma

Tools
Figma, Axure, Sketch, Mural,
UserTesting.com, UserZoom

Nina Keoborakot

Senior Product Designer

I am a creative problem solver that puts humans at the center of everything I do.

EXPERIENCE

Senior User Experience Designer, Pitney Bowes
November 2021 – Present, Shelton, CT

- Simplify complex processes of 3 facility management products resulting in 50% more efficient access to financial documents for clients and high satisfaction reported by 34% of users
- Lead end to end product design for the Presort business unit while collaborating with product management and engineering
- Transform a business unit from legacy development approaches to champions of design thinking who integrate best practices in all teams

User Experience Designer and Researcher, Pitney Bowes
July 2019 – October 2021, Shelton, CT

- Created interactive prototypes and iterated based on regular feedback sessions with clients, designers, and the product team
- Harmonized user needs and business needs by taking business objectives, crafting them into user-centric features, and testing
- Promoted multiple patterns to the design system by creating scalable designs that can be used universally

Design Intern, Michael Coleman Creative Services LLC
January 2019 – July 2019, Chicago, IL

- Delivered assets including posters and websites for clients in the hospitality industry using visual design, typography, and branding
- Led feedback sessions with peers, management, and clients to ensure that designs adhered to brand guidelines and met client expectations

EDUCATION

Bachelor of Science in User Experience Design, DePaul University
September 2015 – June 2019, Chicago, IL
Graduated magna cum laude with 3.74/4.00 GPA
Minors in Graphic Design and History of Art and Architecture

PASSION PROJECTS

Lead Designer, fifty/fifty
June 2020 – November 2020

- Designed an accessible web-based mobile game for a recreation nonprofit for individuals with disabilities who faced challenges with remote programming during a global pandemic
- Mentored design students in a startup-like environment where I facilitated design thinking activities and a design sprint