

EXPERIENCES

Lead Product Operations Manager • Rapid7

2025 - Present

I transitioned from Design Operations into Product Operations, bringing a designer's systems thinking to org-wide process architecture and delivery infrastructure.

My work includes:

- Designed and implemented Rapid7's first formal SDLC, establishing phase gates and execution visibility across Product, Design, and Engineering
- Operationalized a cross-functional Execution delivery model, aligning teams around capacity planning, quality standards, and delivery health indicators
- Built and launched Knowledge Central, a centralized product delivery knowledge system improving onboarding efficiency and execution consistency across product teams

UX Designer & Staff, Design Operations • Rapid7

2021 - 2025

I grew from Senior UX Designer to Design Operations lead over four years, reflecting both craft depth and a natural pull toward the systems behind the work.

As a Senior and Lead UX Designer, Detection & Response:

- Owned the Investigations experience for external customers and internal SOC, connecting it to a new Alert Triage workflow
- Facilitated future-state workshops to reimagine a long-overdue experience overhaul

As a Staff UX Designer, Design Operations:

- Program managed migration of Rapid7's Design System to MUI at the platform level
- Developed a "papercut problems" framework to resolve compounding UX friction within a single sprint
- Led Pendo enablement including a company-wide Pendo Day and cross-functional task force

KATERINA SIMPKINS

I've spent my career learning how to see. As a developer, then a designer, and now as a Product Operations leader who builds the systems that help teams do their best work. I thrive in complexity, finding the patterns and pain points that others overlook and solving them collaboratively. I'm still building user experiences. I'm just building them at a different level.

EDUCATION

University of MA, Lowell
BFA in Graphic Design, 2013

Graduated with a 3.709 GPA

LANGUAGES

HTML

CSS

PROGRAMS & SOFTWARE

Figma / FigJam

Sketch3

Axure RP Pro

WordPress

InvisionApp

Pendo

JIRA / Confluence

Zeplin

OBS Studio

AdobeCC

METHODOLOGIES

Agile

Waterfall

INDUSTRY EXPERIENCE

Cybersecurity

Healthcare IT

Credit and finance

eCommerce

Hospitality and broadcasting

EXPERIENCES CONTINUED...

● **Senior UX Designer, Convene**

2020 - 2021

As a senior design member of the Convene Product Design team, my role involved bridging high-level planning and roadmapping with the execution of new projects and initiatives aimed at creating virtual conference spaces.

● **Senior UX Designer, TripAdvisor**

2018 - 2020

As a senior design member of the Hotel business unit at TripAdvisor, my objective was to craft an effortless and intuitive shopping experience for travelers while driving business revenue and ensuring a dependable service for our hotel partners.

● **UX Design 3, PayPal**

2017 - 2018

● **UX Designer, athenahealth**

2015 - 2017

● **UX Designer, MobileAware**

2014 - 2015

● **Junior Graphic Designer, MobileAware**

2013 - 2014

SKILLS & ABILITIES

Career mentorship

Cross-collaboration

Mobile experience design

Responsive design

Wireframing & storyboarding

Design thinking & strategy

Interaction design

Rapid prototyping

User testing & research

Journey / experience mapping

System / process design

HOBBIES

Partnered Twitch streamer

Digital artist

Planner extraordinaire

Curling

My portfolio is available upon request.
I look forward to hearing from you.