



EXPERIENCES

2025 - Present

Lead Product Operations Manager • Rapid7

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

2021 - 2025

UX Designer & Staff, Design Operations • Rapid7

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

2020 - 2021

Senior UX Designer • Convene

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.

Katerina Simpkins

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.

EDUCATION

University of MA, Lowell

BFA in Graphic Design, 2013

LANGUAGES

HTML CSS

METHODOLOGIES

Agile Waterfall

PROGRAMS & SOFTWARE

Figma / FigJam	Sketch3
Axure RP Pro	WordPress
InvisionApp	Pendo
JIRA / Confluence	Zeplin
Productboard	Miro
OBS Studio	AdobeCC

AI ASSISTANTS & TOOLS

Claude	ChatGPT
Gemini	NotebookLM

INDUSTRY EXPERIENCE

Cybersecurity
Healthcare
Credit and Finance
eCommerce
Hospitality and Broadcasting

EXPERIENCES CONTINUED...

2018 - 2020

Senior UX Designer • TripAdvisor

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.

2017 - 2018

UX Design 3 • PayPal

2015 - 2017

UX Designer • athenahealth

2014 - 2015

UX Designer • MobileAware

2013 - 2014

Junior Graphic Designer • MobileAware

My portfolio is available upon request.

I look forward to hearing from you.

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

Twitch Partner

Content creator

Digital artist

Planner extraordinaire

Curling