



EXPERIENCES



Rapid7 • 2021 - Present

Lead Product Operations Manager

I own the operating model Product, Design, and Engineering run on, and I build it the way I used to build products: research the users, find the friction, design the system that removes it.

- Designed and implemented Rapid7's first formal software development lifecycle: six phases, named gates, and readiness criteria shared across three organizations.
- Architected that model as a versioned, machine readable data contract, so documentation and tooling render from one source instead of drifting apart.
- Built the quarterly commitment model governing planning cadence, capacity, and commitment tracking across R&D.
- Packaged the operating model into a Claude skill with guardrails that keep unknown distinct from unmet, so gaps surface as work.
- Building a delivery visibility application on Google Apps Script, pulling live from the Jira REST API for one honest view of delivery health.

UX Design & Design Operations

- Program managed the migration of Rapid7's design system to MUI at the platform level.
- Owned the Investigations experience for external customers and the internal SOC.
- Built a papercut framework that let teams clear compounding interface friction inside a single sprint.



Convene • 2020 - 2021

Senior UX Designer

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.



TripAdvisor • 2018 - 2020

Senior UX Designer

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



Earlier • 2013 - 2018

PayPal, UX Design 3 • **athenahealth**, UX Designer • **MobileAware**, UX Designer. Five years on regulated, high volume products.

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.

University of MA, Lowell

BFA in Graphic Design

OPERATING SYSTEMS

SDLC and PDLC architecture

Phase gates and readiness criteria

Quarterly planning and capacity

Roadmap governance and hygiene

Delivery health metrics

Process documentation and enablement

AI SYSTEMS

Claude skill authoring

Context and knowledge architecture

Guardrail and constraint design

Process as data contracts

Jira REST and Anthropic APIs

PLATFORMS

Jira & Confluence Figma

Productboard Pendo

GitHub Miro

UX & RESEARCH

Design systems Usability testing

Journey mapping Workshop facilitation

User research

INDUSTRIES

Cybersecurity Finance / eCommerce

Healthcare Travel