LEAH KELLEY

UX/UI DESIGNER

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www.leahkelleydesigns.com

OBJECTIVE

UX/UI Designer with a background in engineering and a passion for building internal tools that streamline business processes. Experienced in Figma, prototyping, and user-centered design for enterprise applications.

PROJECTS

Furever Care: Simplifying Pet Sitting Bookings for Busy Pet Owners

Springboard | 2022-2023

- Conducted user research and developed personas to uncover key pain points in the pet-sitting experience.
- Designed intuitive wireframes and interactive prototypes in Figma, focusing on seamless booking and communication.
- Built user flows and information architecture to support sitter discovery, chat, and reservation functionality.
- Iterated on designs based on usability testing insights, enhancing clarity and reducing friction in the booking process.

WORK EXPERIENCE

Engineer Associate II

Freddie Mac | Jan 2022 - Jul 2025

- Designed and developed an internal Process Document Approval tool to improve executive workflows; collaborated with stakeholders to define requirements and success metrics.
- Created wireframes in Figma and led usability testing with internal users to validate and iterate on design decisions.
- Supported both UX design and front-end development; the tool is currently in beta testing.
- Prototyped interactive Tableau dashboards to replace manual reporting, enabling on-demand access to key metrics.
- Reduced engineering workload and saved 8–10 weeks of development time annually through improved data visualization.

Technical Analyst

Freddie Mac | Jan 2021 - Dec 2021

- Designed and built an intuitive internal data portal to help leadership access and interpret SMO performance metrics, roles, and project details.
- Applied information architecture and usability principles, resulting in ~6,100 hours saved annually on reporting tasks.
- Collaborated to redesign ServiceNow's IT request process, defining user flows and structured request types for internal repairs and support.
- Contributed to the UX and development lifecycle, from stakeholder alignment and workflow mapping to design, testing, and deployment.
- Improved internal tools used by thousands weekly, saving significant time and streamlining the IT service experience.

SKILLS

Design

Figma, Adobe XD, Wireframing, Interactive Prototyping

Technical

HTML, CSS, JavaScript, ServiceNow, Tableau, SharePoint, Microsoft Power Platform

CERTIFICATIONS

UX Design Career Track
Springboard Bootcamp
2022-2023

EDUCATION

B.S. Computer Science
University of Maryland, College Park
Jan 2017 - Jul 2020