

# Caroline Keane

Austin, TX | 541-671-9169 | keanecaroline.87@gmail.com | [online portfolio](#) | [LinkedIn](#)

## **EXPERIENCE**

### **Contract UX Designer (Remote) | GigWorx | Aug 2025 – Present**

- Partnering with the product owner to translate feedback from customers and internal stakeholders who use the platform into design solutions across the mobile and web apps
- Designing end-to-end user flows for new features, using Claude to brainstorm ideas and identify edge cases before designing
- Designing and shipping mobile app features, including favorites, letting workers save companies they want to work with again, and a clock-out correction flow for workers who forget to clock out at the end of a shift
- Designing and shipping web app features, including bulk editing for block shifts, letting businesses update multiple shifts at once instead of one by one, and break time editing for client and GigWorx administrators to correct workers' recorded breaks
- Owning the Figma token and variable system covering color, typography, spacing, and radii, mapped to the component library to keep the design consistent

### **Freelance UX Designer (Remote) | The Enchanted Co. | Feb 2026 – Jul 2026**

- Led end-to-end design of a two-sided mobile app connecting parents with babysitters for on-demand and scheduled childcare, from user flows through high-fidelity screens
- Researched parents' safety concerns about hiring sitters through apps and designed trust features in response, including sitter profiles and reviews
- Directed a UI design intern, assigning screen work and reviewing output for consistency across screens
- Partnered with the developer through build and QA to launch on Google Play and the App Store

### **Freelance Product Designer (Remote) | Cook Apps LLC, Body Measurement & BMI Tracker App | Apr 2023 – Dec 2025**

- Served as sole designer, partnering with the client and developers to prioritize the roadmap based on research findings and drop-off data
- Conducted user interviews, usability tests, and surveys that identified confusing microcopy and poorly placed instructions as the main causes of onboarding drop-off
- Rewrote onboarding microcopy and restructured the flow to surface instructions at the point of need, then defined success metrics and tracked abandonment post-launch, confirming a 41% reduction
- Created custom illustrations to guide users through body measurement steps
- Reorganized the settings screen into categorized groups

## **Freelance UX Designer (Contract) | Behind the Chair | Jan 2025 – Jan 2025**

- Audited three of the company's websites for usability, information architecture, accessibility, and visual design issues, delivering a prioritized report of findings with recommendations
- Redesigned and shipped updated single sign-on screens, clarifying visual hierarchy, making primary actions stand out, and bringing color contrast up to WCAG

## **Freelance UX/UI Designer (Remote) | Various Clients | May 2022 – Jan 2025**

- **Tektōn Pro** (web development agency): Advised the agency on the information architecture, accessibility, visual design, and usability of client ecommerce websites, with recommendations adopted across checkout, navigation, and product pages
- **TagSonar** (online directory and digital marketing company): Designed business profile and customer feedback screens
- **WithHealth** (SaaS health company): Ran a heuristic evaluation of the product landing page and redesigned it to fix high-priority usability issues

*Took a career break to focus full-time on studying the UX/UI design course with Springboard and move across the country.*

## **Office Manager / Executive Assistant | Umpqua Economic Development Partnership, Roseburg, OR | Sep 2020 – May 2021**

- Designed quarterly business reports and newsletters in Canva for local businesses, partners, and board members
- Responsible for carrying out administrative tasks pertaining to the day-to-day running of the office

## **CORE SKILLS AND TOOLS USED**

**UX Craft and Interaction Design:** Accessibility (WCAG), Adobe Creative Suite, component libraries, Figma, information architecture, user journey mapping, prototyping, responsive design, user flows, wireframing, user personas

**UX Process and Operations:** Agile, problem framing, stakeholder alignment, UX audits, UX research

**Tools and Platforms:** Figma, Adobe Creative Suite, Claude, JIRA, Asana, Miro, Google Analytics, Microsoft Office, Zoom

## **EDUCATION**

**UX/UI Design Track**  
Springboard

**BA History**  
The University of Kent, Canterbury, England