Klara Aster Jarolimova

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Lead Product Designer shaping AI-enabled platforms in healthcare, SaaS, and enterprise by establishing user-centered design processes and translating complex systems into scalable experiences.

EXPERIENCE

Klarko | Remote | *Lead Product Designer (Independent Consultant)* | 03/2024 - present

Defined 0→1 UX strategy and experience direction for AI-driven startups, leading hands-on discovery, prototyping, and usability testing to translate complex data into validated, user-facing solutions.

Led discovery sprints and initial UX concepts for Nationwide's secure enterprise messaging (via Randstad), shaping compliant, accessible workflows to support millions of communications.

Verizon | Remote, *Contract — Senior Experience Designer* | 06/2023 - 08/2024

Influenced onboarding and profile migration strategy for 10M users by conducting research, synthesizing insights, and producing wireframes and prototypes that informed cross-team experience decisions.

Co-created a service design framework to align cross-channel journeys and uncover pain points.

Explored and ideated AI-driven solutions to elevate profile personalization, enabling tailored, data-driven, omnichannel, real-time in-store experiences as part of a side innovation project.

Lokion | Remote — *Senior UX Designer* | 03/2022 - 12/2022

Established collaborative design rituals (workshops, UX meetups) to align teams, while creating wireframes, prototypes, and concepts that accelerated decision-making and concept validation.

Designed interactive experiences connecting conservationists and hunters, strengthening engagement and collaboration within Ducks Unlimited's niche community ecosystem.

Rotary International | Remote — *UX Designer & Researcher* | 10/2019 - 03/2022

Led human-centered design for enterprise networking, voting, and onboarding platforms in humanitarian and healthcare sectors, enhancing accessibility, collaboration, and platform adoption.

Led UX research with doctors and field staff, improving adoption, streamlining the application process, reducing cognitive load, and making training accessible, resulting in smoother onboarding and reduced support needs.

Sertifi | Chicago — *Product Designer* **|** 02/2019 - 10/2019

Owned UX strategy for a SaaS enterprise redesign, leading discovery sprints and hands-on wireframing, high-fidelity prototyping, and usability testing that increased early engagement by 30%.

Built and coached a cross-functional team to run usability testing and facilitated collaborative design and research workshops to deliver impactful, user-centered solutions.

Elkay Manufacturing | Oak Brook — *Senior UX UI Designer* **|** 04/2014 - 02/2019

Redesigned UX and UI for Elkay's hydration initiative landing pages, product detail pages, and purchase journey, cutting bounce rates by 20% across 20+ sites and promoting public wellness.

Established a collaborative, user-centered design process within a legacy enterprise environment, aligning sales, operations, and engineering teams through shared research, journey mapping, and validation—resulting in improved order visibility, reduced cognitive load, and 91% usability ratings.

EDUCATION

UNC Charlotte, Charlotte *BA in Graphic Design, Mass Media Minor* **|** 2002 - 2007, NC

DePaul University, Chicago *MS in Business IT, HCI Capstone* **|** 2012 - 2016, IL

Interaction Design Foundation *Certifications*

UX Management Strategy **|** Service Design **|** How to Design for AI **|** UX Research Methods

Stanford University *Certification in Progress* **|** AI for Healthcare

Duke University *Certification in Progress* **|** Human Factors in AI

ADDITIONAL ACCOMPLISHMENTS AND AWARDS

Challenge Setter/Designer | CERN Hackathon | 2019/20 **|** Anti-trafficking/healthcare.

Super Mentor Distinction | *ADPList* **|** 2023 **|** Voted as top 1% of global UX mentors.

Patent Pending in AI Messaging | 2023 **|** AI for Recommendations via Group Messaging.

SKILLS | Product Design, User Research, Problem-Solving, Information Architecture, Accessibility, Prototyping, Design Systems, Leadership, Interaction Design, Workshops, Branding, A/B Testing, Data-Driven, Design Trends, Requirements, Multiple Projects, Human-Computer Interaction, Responsive Design, Cross-Functional Collaboration, Agile Methods, UI Design, Artificial Intelligence, Enterprise Applications, Systems Thinking

DESIGN & RESEARCH TOOLS | Figma, Sketch, Axure, Framer, Invision, Zeplin, HTML/CSS, Bootstrap, Miro, UserTesting, Google Analytics, Optimal Workshop, Adobe Creative Suite, Glassbox, Fullstory, Dovetail, Notably, ChatGPT, Uizard, Canva, PowerMapper, SiteImprove, UserZoom, Maze, Midjourney, Replit, Cursor, UXPilot

LANGUAGES | *Czech, English, Slovak* - Fluent **|** *Spanish*- Basic **|** *French* - Beginner