

# Nicholas Kloss

UX Designer

[klauskloss.com](http://klauskloss.com)

[hello@klauskloss.com](mailto:hello@klauskloss.com)

(330) 398-7333

## EXPERIENCE

### Content Designer

Ibotta

May 2022 - May 2023

- Spearheaded content-first product design, increasing engagement 21% and a 68% revenue increase for three consecutive quarters.
- Engineered a Figma-based copy management system, creating approximately 60 monthly productivity hours for UX writers.
- Aligned design system and product design with WCAG and ADA guidelines through an accessibility audit.
- Cultivated a collaborative and inclusive product design culture by leading workshops and involving diverse business sectors.

### UX Designer

ADT

Dec 2020 - Apr 2022

- Partnered with Google Nest team to pioneer end-to-end IoT experiences for the ADT+ DIY smart home and security system.
- Played a pivotal role in creating ADT's first design system, encompassing components, specs, tokens, and guidelines.
- Promoted motion design and UX writing best practices, resulting in a marketing website SUS score increase from 68 to 81.

### UX Designer II

UPMC Health Plan

Jul 2018 - Nov 2020

- Spearheaded UPMC Find Care product redesign, slashing support center calls and saving approximately \$150k annually.
- Collaboratively created UPMC's first design system, constructing a UI kit and overseeing component QA throughout development.
- Led workshop pioneering the development of UPMC's first AI tele-health product, Purple Concierge.

### Continuous Improvement Specialist

Vallourec

Mar 2012 - Aug 2016

- Collaborated with a software development vendor to design touchscreen interfaces and integrate SaaS products for the startup of \$600 million, automated manufacturing facility.
- Headed a company award-winning continuous improvement team to enhance accessibility and mitigate safety risks.

## EDUCATION

### Kent State University

M.S. UX Design

Expected start Jan 2024

### Kent State University

B.S. Digital Sciences

Graduated May 2018

## SKILLS

Design Systems

UX Design

UX Writing

WCAG Accessibility

Motion & Interaction Design

Hi-Fidelity Prototyping

User Research & Testing

User Interviews

Design Thinking

Information Architecture

Competitive Analysis

User Trend Analysis

Rapid ideation and iteration

A/B Testing

Agile Scrum

HTML / CSS / JS / Python

## TOOLS

Figma

Adobe CC

Framer

UserZoom

Principle

UserTesting

Miro

Confluence

Jira

Google Analytics

Excel