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Kate Dramstad

Solve meaningful problems with empathy and precision.

Work Experience

Microsoft: Program Manager, OneDrive for Business

2012 – now

Redesigned the mobile browser experience from the ground up.

Optimized document upload, resulting in a 10% increase in upload usage.

Improved discoverability of key commands to reduce the support call volume in that area 50% over two months.

Presented improvements mobile browser and apps in a session at the 2014 SharePoint Conference.

SoftArtisans: UX Design Intern

2011

Led interdepartmental project to improve customer interaction at all touch points.

Created customer personas.

Improved readability on customer communications and product documentation.

Montana Dept. of Motor Vehicles, Design Consultant

2011

Created heuristic evaluation of online registration renewal process.

Redesigned form flow to reduce user errors and frustration.

General Electric: Software Development Intern, Intelligent Platforms 2010

Designed and implemented an applet to alert users of problems detected in the instrumented platform.

Education

Olin College: B.S. Engineering: Computing

2008 - 2012

Awarded Bachelors of Science in General Engineering: Computing. GPA 3.3

Received full tuition merit scholarship

Directed and costume-designed musical for student run theatre group.

Skills

Design: user interviews, paper prototyping, heuristic evaluation, wireframes, click-through

Software: HTML/CSS, Python, C#, MATLAB, advanced PowerPoint