

# Lilly Eggert

## UX DESIGNER

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Portfolio: lillyeggert.com

## PROFILE

I'm a product designer and UX writer with 8 years of experience working in various tech industry roles. I love creating clear and concise user journeys and making sure that products are easy for everyone to use.

## SKILLS

Figma, Design Thinking, Wireframes, User Research, User Interviews, UX Strategy, Personas, Prototyping, User Testing, UI Design, Miro, Canva, WalkMe

Confluence, Wordpress, Content Design, AP Style, Chicago Style, Adobe Premiere Pro, Trello, Monday.com, Jira

HTML, CSS, jQuery

## EXPERIENCE

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### UX Writer and Technical Writer | Freelance

JUNE 2023 - PRESENT, NEW YORK, NY

- Design copy and flow for UX journeys to help users understand and engage with complex SaaS tools and websites
- Analyze data to understand user needs and inform content strategy

### Content Designer and Technical Writer | WalkMe

OCTOBER 2021 - JUNE 2023, NEW YORK, NY

- Developed the company's first UX writing style guide, resulting in faster product copy creation and consistent product voice and tone
- Led content strategy and wrote in-product copy for 5 products
- Documented original product support guides resulting in a material decrease in client support tickets
- Partnered with product managers, support, developers, designers, and other writers to create full-scale product updates and new features

### Enablement Content Manager | WalkMe

JULY 2020 - OCTOBER 2021, NEW YORK, NY

- Developed and maintained advanced training documents to quickly onboard clients and employees using WalkMe
- Collaborated with product managers to deliver monthly product and feature update training to the North American teams

### Solutions Content Designer | WalkMe

SEPTEMBER 2016 - JULY 2020, NEW YORK, NY

- Worked with several Fortune 500 companies to design conversational tooltips, interactive step-by-step guidance, and error messages to drive user adoption on software products

## EDUCATION

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### BrainStation | Diploma, User Experience Design

APRIL 2024 - JULY 2024, NEW YORK, NY

- Led and executed the start to finish research, strategy, and UX/UI design for iOS app Paired
- Designed the winning solution for a 24-hour Google AI hackathon. Collaborated with data scientists and software engineers to bring our product from concept to solution.

### University of Wisconsin-Madison | Bachelor's Degree in Journalism, Minor in Digital Studies

SEPTEMBER 2012 - MAY 2016, MADISON, WI