

Chelsea DeGlopper

UX & PRODUCT DESIGN

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📍 Brooklyn, NY



PROFILE

UX designer with 7+ years experience in design and research across disciplines. With an MS in Human Factors and former career as a librarian and educator, I combine expertise in the organization of information, human-computer interaction, and user-centered design methods for an informed, holistic, and flexible approach to UX. I specialize in designing for complex domains and navigating the intersection of user, engineering, and business needs in enterprise software.



EXPERIENCE

VMware | SaaS VDI Management | New York, NY

Senior Product Designer, 2023-Present

Product Designer, 2021-2023

- Product and feature design for the our next-generation Horizon VDI management admin console, from discovery to implementation & assessment
- Led a comprehensive redesign of the FTUX and onboarding process, improving completion rates & reducing time to first value
- Drove implementation of in-product analytics & communication tool Pendo to enable data-driven design and personalized user experiences

Veracode | SaaS Application Security | Burlington, MA

UX Designer, 2019-2021

- Lead designer for our Software Composition Analysis product, collaborating with product managers, developers, and other stakeholders on new features and enhancements from discovery and definition into production
- Participated in research activities to uncover user needs and validate designs, including usability testing, user interviews, and journey mapping
- Contributed to design critiques, design thinking exercises, and cross-product UX strategy

Touro College & University | New York, NY

Instructional Design Librarian, 2012-2017



EDUCATION

Bentley University | M.S. Human Factors in Information Design, 2019

SUNY Buffalo | Master of Library & Information Science (MLIS), 2012

University of Rochester | Bachelor of Arts, 2010



SKILLS

Figma

Interaction Design

Product Design

User Research

Usability Testing

Pendo

Design Sprints

Prototyping

Data-Driven Design

HTML/CSS

Maze

Sketch