

# Sarah Klein

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**Position:** UX / Product Designer **Address:** Kreuzbergstrasse 8, Berlin

## PROJECTS

### Mobile banking redesign

↑ Task success in usability tests rose from 62% to 91%.

End-to-end redesign of a retail banking app focused on everyday tasks.

**Problem:**

Users struggled to find core actions and abandoned key flows.

**Solution:**

Ran research, restructured navigation and built a new component library in Figma.

Published: Oct. 1, 2025

figma

User research

Prototyping

### SaaS onboarding flow

↑ Activation within the first session improved by 28%.

A guided onboarding experience for a B2B analytics platform.

**Problem:**

New users churned before reaching their first insight.

**Solution:**

Designed a progressive onboarding flow with contextual empty states.

Published: March 15, 2025

figma

Prototyping

### Design system foundations

↑ Cut design-to-build time and removed visual inconsistencies.

A token-based design system unifying three product surfaces.

**Problem:**

Inconsistent UI slowed delivery and confused users across products.

**Solution:**

Defined tokens, components and accessibility rules in Figma with docs.

Published: Aug. 20, 2024

figma

Design systems

Accessibility (WCAG)

## SKILLS

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**Figma** (Expert, 4 yr)

**User research** (Advanced, 3 yr)

**Prototyping** (Advanced, 3 yr)

**Design systems** (Advanced, 3 yr)

**Accessibility (WCAG)** (Intermediate, 2 yr)

**Communication** (Expert, 5 yr)

**English** (Expert, 12 yr)

**German** (Expert, 20 yr)

## WORK EXPERIENCE

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### Product Designer

Lumen Fintech

09.2023 — present • Berlin

Designing core flows for a consumer fintech product.

- Lead research and interaction design for key features
- Maintain and extend the design system
- Redesign lifted task success to 91%
- Established the first shared component library

### UX Designer

Cobalt SaaS

01.2022 — 08.2023 • Remote

Owned onboarding and activation design for a B2B platform.

- Run usability tests
- Design and prototype onboarding flows
- Improved first-session activation by 28%

## EDUCATION

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### BA Communication Design — Communication & Interaction Design

Berlin University of the Arts

2018 — 2021 • Berlin

Studied visual communication, interaction design and design research.

Graduation project on inclusive mobile interfaces.