



Jacqueline Isabelle Klein

UX-Designer & Full-Stack-Developer

Professional Experience

Freelancer

01/2014 - today

UX design, web development, photography, game design (focus on anatomically realistic illustrations of horses and riding equipment)

UX Design

01/2024 - 10/2026

Contextual observation of call center agents, as well as conducting interviews and usability testing. Creating IA and user flow diagrams, (synthetic) personas, high-fidelity mockups, rapid prototyping with Claude. Creating and maintaining design systems. Documenting design processes. Advising marketing on UX design considerations.

Full-Stack Development

04/2022 - 12/2024

Developed web-based software for energy suppliers and call center agents (Vue.js, Node.js, TypeScript, and Tailwind CSS). Concept design and implementation of WordPress websites. Introduced corporate design and employer branding, including employer branding photography.

Web Development

09/2019 - 04/2022

Developed CMS systems (in-house agency CMS, Kirby, WordPress) following Atomic Design principles (PHP, JavaScript). Shell scripting to optimize workflows using GitHub.

Volunteer Work

Assistant to the Secretary

09/2025 - today

Responsible for websites and their hosting, documentation, and minute-taking. Coordination of external service providers and staff.

Certifications

CPUX-F Certification | UXQB - International User Experience Qualification Board e.V.

03/2025

Further Education

UX-Design B.Sc. | IU International University of Applied Sciences

09/2024 - today

Game Development (Media Informatics) | b.i.b. International College

08/2017 - 09/2019

Contact

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<https://jaklein.de/en/>

Languages

German (Native Speaker)

English (B1-B2)

Skills

Atomic Design · Vue.js

Node.js · Tailwind CSS

Claude · Gamification · Game

Design · Figma Designsystem

Figma Make · Loveable · User

Research · PostHog · High-

Fidelity-Mockups &

Prototyping · Behavior

Design · Digital Service Act

WCAG · Drupal · WordPress

netcup · Ionos



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