

**Susie Wright, Design Lead for App Connect SaaS:**

Hi Kate, it's been such a pleasure working with you. Here is my feedback:

**What's my team collaboration like?**

You are extremely collaborative. You are not one to sit in silo doing things in isolation. You value other people's feedback and you actively seek it out as well as asking people to partner up on activities. This is so valuable as it ensures you don't converge on a single idea too early without exploring more options. On ACEaaS I witnessed you collaborating with the Product Managers, your Designer team mates, the ACE Engineering team (Internal and third party engineers) and also Designers in other teams to ensure you got 360 feedback and buy in for your designs

**How is my presenting skills?**

I think you found this awkward at first and you seemed a little self conscious. This is totally normal so please don't take this as negative feedback. I did notice you grew in confidence and in the end you were presenting your ACEaaS Logging designs to Chief Architects and very senior Product Managers. During those presentations you were calm and you took feedback on board.

**How did I perform during my first UX to visual issue?**

I believe the first true end to end design work you did was for ACEaaS Logging. You took control of this early on. I had only done rudimentary scoping at this point. Your first step was to clarify requirements with PM and Engineering. Then you lead a Sketching session with the Design team to gather ideas. After you had the ideas you produced several designs which you then shared with stakeholders (PM, engineering, designers in API Connect) to get feedback so you could pick the most suitable one. You then handed over to the third party engineering team. This was a solid performance from scoping to delivery.

**Any growth you've seen from beginning to end of internship?**

The biggest thing holding you back in the early days was a lack of self belief. You were capable of doing great work from the beginning but you just didn't believe in yourself enough. I have seen you get more and more confident as your internship has progressed and now you have the confidence to give anything a go, which is just brilliant to see. And it's hugely valuable for IBM as you're prepared to take good risks and innovate which will lead to better design work.

I would like to add that I think you're a great cultural fit for the studio and the Design organisation, which for me is AS IMPORTANT as having the right skills. You care about your team mates and you treat everyone with respect, all the time. You are not afraid to challenge ideas and opinions but you always do this in a constructive and respectful way. You always make time for others and you're always a contributor in meetings. I respect this a lot in you and I'm grateful for all the support you gave me as your Design Lead this year. You were a huge asset to our team and we will miss you.

**Charlotte Matthews, UX Designer for App Connect SaaS:**

**What's my team collaboration like?**

Kate integrated into our team seamlessly. We were a team that highly valued collaboration and as such, had several sessions with this as the primary focus e.g. the sketching sessions. She got stuck in from her first day, even when she didn't yet have the domain knowledge, she provided valuable contributions and really helped us challenge orthodoxies from looking at things for the first time. By the end of her 6 months with us, she was running her own collaboration-focussed sessions with us showing just how far she had come in a short period.

**How is my presenting skills?**

Kate exhibited great communication skills from the get go; from her confidence to ask engineers questions on her first day, to sharing her designs with the team and providing feedback to others. Additionally, she was able to hand designs over to engineering teams effectively and ensure our teams were aligned for delivery which is commendable.

**Any growth you've seen from beginning to end of internship?**

Sort of covered a few points on this elsewhere – but largely your confidence I'd say is the big thing. I'm incredibly proud of what you've been telling me about your work on Unify Blue and how you're bringing your collaboration skills to a new team that needs it.

**How is my upskilling on technical skills?**

You pick up the domain knowledge really quickly. This is probably the hardest part of our job – we're generally not naturally 'techy' in design, but you've shown you can immerse yourself in topics and pick things up really quickly, allowing you to design for them effectively.

**How did I perform during my first UX to visual issue?**

I was really impressed with Kate in this area. She kicked off the issue with a team sketching session to get initial ideas that she could ideate on, regularly getting feedback from the design team and engineering. The issue was taken from early ideation all the way to a fully specced out handover that engineering could build from – the enhancements to the log viewer is really going to help our users ensure their integrations/runtimes are running more effectively, and has paved the way for us to now bring actionable monitoring insights into the log viewer (something that will be part of our analyst review submission); something we wouldn't have been able to do without these enhancements. Amazing job on this Kate!

**How is my adaptability to learn or grow?**

You take on board feedback with ease; I haven't seen you get defensive when you receive feedback on your work and just take it in your stride for the good of the designs. I've seen you handle a range of situations with maturity, even when I know it can sometimes be uncomfortable; but as you go through these situations, you're learning and increasing your resilience which is very positive.

**What could I improve on?**

Not so much an improvement, but maybe an area to exercise for when you're back with us! Keep pushing for 'good design'; by that, I mean, push for things to be done properly. I understand that sometimes this is beyond our control, but where possible, keep pushing. Give yourself the space to explore, ideate and get feedback; there is always pressure in this job, but it's fine to go 'we need more time to explore this' or 'I don't feel like we know enough about this yet to produce fully realised screens'.

I really hope you get to come back; you'll be a great asset to the studio and IBM would be at a loss if they didn't hire someone with such great potential back.

**Amaya Mali, UX Designer:**

Kate was highly adaptable when Automation went through a reorganization and she was moved to Unify Blue. She was a great teammate and completed her handoff for App Connect while onboarding to Unify Blue. With this reorganization, she mentioned how she wanted to develop her skills in Carbon and storytelling which I believe she has. Since at Unify Blue, I have been impressed with how quickly Kate has become a great at Enterprise Design Thinking for she has participated, in and facilitated multiple design workshops in the Hursley studio. Kate can work in a fast-paced design process while delivering great work.

I believe she has grown a lot through this internship and is a wonderful teammate. She has developed her skills in visual design and I hope for the rest of her internship Kate has time to reflect on what design avenue she wants to pursue and even learn about UX research.

I have had the great opportunity to be Kate's mentor since December 2023. Since then, she has taken on many opportunities and upskilled herself to be a great designer.

Kate started her internship with visual design tasks, I started to mentor her because she wanted to learn about UX design and work towards her goal to develop UX design skills during her internship. She started on App Connect and was able to take on a UX issue while learning about the product. Kate is always eager to learn and grow as a designer and she was happy to learn and apply design exercises and concepts I shared with her. She took on her first UX issue on App Connect and did an exceptional job. She applied the UX concepts in wireframing and presented her work well.

**Laura Marshall, Visual Designer for App Connect SaaS:**

In my time working with you, I've seen you grow in confidence in every area, including visual design, collaboration, and generally standing behind your decisions in everything you have done.

I think you are particularly strong in visual design, but also showcased great UX skills when working on the log viewer piece of work. Seeing you own that piece from start to finish, and now seeing that being implemented, will have huge impact on App Connect SaaS. You are a well rounded designer and the wide variety of work you've produced in your time here demonstrates that. You picked up the Carbon design system very quickly, and were able to handle handovers and communications with development really effectively.

You also were never afraid to ask for help, and willingness to learn and grow as a designer.

You are also a great team player, being a core member in critiques and sketching sessions, and you always shared your perspectives even when you felt that you didn't know enough about the area to contribute (but you did!).

I think the main areas of improvement come from continuing to back yourself, you have a lot of great opinions and thoughts, and having the confidence to be the expert in the room would help you grow further, but this will come with time. Keeping motivation during change will also be an important skill to practice in a future job at IBM or beyond, and keeping focused on how you can use those changes as an opportunity to grow will help you adapt to, and take advantage of new situations.

I know you'll be amazing in whatever you do, and thank you for everything you did in App Connect, it was truly a pleasure to work alongside you :)

**Yen Loftin, Design Lead for App Mod:**

Kate, it's been a pleasure working with you! You definitely stand out as a designer who is skilled, flexible, and reliable.

From the start, you've been engaged and eager to find ways to support from the small tasks like tracking down post-its and pens so we could get to the next design exercise during the UnifyBlue workshop, to jumping in and creating assets and artifacts needed for prototypes and presentations.

You are a good listener, and easy to collaborate with. I appreciate how self-driven you are, and can read the subtext to understand what's important to focus on when assigned work that had some ambiguity. This is a crucial skill to have while working in a fast-paced environment. You are also good about closing the loop by sending status messages which made working across time zones easier to manage. I felt like I could depend on you because you communicated well and were consistent in delivering.

You have been a valuable contributor, have the skills and growth mindset to achieve more, and would make a great addition to IBM.

**Sophie Rogers, UX Designer for App Mod:**

You are a great person to collaborate with, you bring a positive energy to the team, enjoy thinking through the problems and have creative ideas, you're great at quickly communicating the ideas, you have a great level of technical understanding on the project, and you handle team members being rather rude and condescending at times really well. I feel like if you can collaborate with one tricky personality it's a good indicator you'll be able to work with anyone.