

Senior UX designer with a software engineering background, owning the end-to-end design process for complex workflows across healthcare, insurance, and financial operations. Combines user research, technical understanding, and design systems expertise to simplify professional tasks. Current work includes AI-assisted component development and defining behavior for an AI-driven clinical workflow prototype.

Senior UX Designer

April 2020 – Present | Oracle Health (formerly Cerner)

Clinical search: Used findings from prior usability studies to redesign search across 155,000+ diagnosis codes. Enabled clinicians to begin at any filter level, with remaining filters dynamically narrowing to relevant choices. The redesign underwent usability testing and focus-group review before release; subsequent clinician feedback highlighted easier use and fewer irrelevant choices.

AI workflow design: Define behavior for a working AI-driven clinical workflow prototype, aligning generative interactions with required clinical questions and using patient chart information to prefill known details. Specify completed and remaining sections and step counts to communicate progress.

AI-assisted development: Designed a guided workflow component and page layout for lengthy clinical processes, using Codex to build the component, automated tests, and reusable skills for design and engineering teams.

Clinical compliance: Partnered with clinical compliance specialists to incorporate a final review-and-sign step, requiring clinicians to review all inputs before committing them to the patient's chart. Design views based on user roles and permissions to address privacy and security requirements.

Accessibility: Addressed DOM order and navigation, disabled controls, hidden content, and ARIA labels. Documented issues in Figma, aligned with engineers on remediation, and tested implemented changes. This work supported VA adoption, which depended on meeting Section 508 requirements.

Design systems leadership: Define and document reusable components. Mentored designers and guided engineers across approximately six teams in adopting components and accessibility practices through regular office hours.

Projects included: Problems and Diagnosis, Allergies, Microbiology, Critical Care, Meds and Orders, Accessibility (a11y) compliance for legacy products, Design System

Senior UX Designer

May 2019 – April 2020 | C.H. Robinson

Quoting workflow redesign: The quoting and ordering experience spanned multiple systems and complex business rules. Shaped by system limitations, the fragmented workflow required duplicate data entry, presented unclear decision points, and demanded extensive user training, slowing the quote-to-order lifecycle.

Drawing on my background in software development, business analysis, and user research, I reorganized the experience around user tasks. I balanced legacy system constraints, business requirements, and usability to create a more cohesive, scalable quoting and ordering workflow.

Projects included: Accounts payable, Quoting and ordering

UI/UX Consultant

Jan 2019 – May 2020 | Freelance

Client adoption: Complex navigation and limited visual feedback made it difficult for users to understand workflow progress and system status, contributing to low adoption. Without direct access to end users, I used stakeholder input and usability heuristics to guide the redesign.

My approach:

- Conducted a visual and usability audit and mapped workflows to identify friction.
- Led stakeholder sessions to uncover pain points and align on solution concepts.
- Simplified navigation and improved interaction patterns and status feedback.

Delivered a clearer, more intuitive experience that increased client adoption by **30%**.

Projects included: Aviation travel scheduling, Online retail sales

Product Design Architect

May 2018 – Jan 2019 | illumisoft

Guided projects from research and discovery through design, development, and launch. Collaborated with stakeholders to define goals, prioritize features, and align on milestones.

Developed wireframes, prototypes, and visual designs that balanced user needs, business objectives, and technical constraints. Coordinated cross-functional teams and development handoffs.

Design system ownership: Owned all components, standards, and documentation for the design system used by development teams.

Projects included: Transportation management, Outdoor electronic display maintenance and communications app, Health monitoring and reminders app, Surgical chat software

UI/UX Designer

Oct 2015 – May 2018 | Imperial PFS

Research-led product direction: Combined direct feedback from approximately 20 agents with survey responses from 60 others to identify user needs. Findings shifted the proposed app from agent quoting to insured mobile payments, reducing estimated development costs by 50% compared with the original proposal.

Contract signing: Used analytics to identify friction in electronic contract signing and defined requirements with stakeholders. Created clickable prototypes in Figma and reviewed them with stakeholders. Introduced content that appeared as users made selections, increasing successful contract signings by 400% and reducing failures and abandonment.

Design system ownership: Owned all components, standards, and documentation for the design system used by development teams.

Projects included: iOS and Android payment app, Electronic signature and payment collection, Email communication system, Design standards, Salesforce, ServiceNow

Software Engineer and UX Designer

Oct 2000 – Oct 2015 | National Insurance Producer Registry (NIPR) and National Association of Insurance Commissioners (NAIC)

Re-engineered a billing workflow generating \$3M in monthly invoices across five back-end systems. Reduced processing time from 20 hours to approximately 1.6 hours for the same workload, reduced processing failures, incorrect invoices, and manual corrections by 98%, and achieved consistently accurate reconciliation.

Projects included: Billing and reconciliation software, Help documentation and tutorials, National insurance licensing reference, Address change system, Notifications and system generated emails, Analyst Team System, Data Demographics, Marketing and education tools

SKILLS & TOOLS

DESIGN & RESEARCH

User Research
Stakeholder Interviews
Usability Testing
Heuristic Evaluation
Task Analysis
Card Sorting
Wireframing & Prototyping
Information Architecture
Design Systems Ownership
Clinical Workflow Design
Accessibility (WCAG / Section 508)
Data-Informed Design

PLATFORMS & TOOLS

Figma Prototyping
Sketch
Codex Prototyping
Claude
Balsamiq
Axure
InVision
Miro
Google Analytics
Adobe Analytics
Jira
Confluence
Salesforce
ServiceNow

BUSINESS & TECHNICAL

Business Analysis
Systems Thinking
Workflow Optimization
Stakeholder Facilitation
Cross-Functional Collaboration
Technical Documentation
Full-Stack Development Background
Database Architecture
AI-Assisted Component Development
Role-Based Experiences
Designer Mentoring

EDUCATION

Bachelor of Science, Interior Design	Kansas State University
Associate of Science, Information Technology	Metropolitan Community College
Certification, User Experience	Nielsen Norman Group
Data Visualization Certification	Parson's School of Design
ITIL Foundation V3 – Information Technology Infrastructure Library	Axelos

