

Senior UX Design Manager

Accomplished UX leader with 15+ years transforming healthcare software through strategic design leadership. I am an expert in balancing hands-on UX design with team leadership, mentoring 14+ designers while delivering complex product solutions. Specialize in healthcare UX, leading design of EHR systems. Focused on **user-centered design**. Being at the forefront of **innovation**, my team specializes in leveraging new technologies like **AI** thoughtfully to solve real user needs. Proven track record transforming complex clinical workflows into user-centered designs that reduce cognitive load. Seeking opportunities to lead emerging tech initiatives that enhance UX.

Qualifications

User-centered design | cross-functional leadership | design strategy and innovation | team management and mentoring | interaction design and prototyping | agile methodologies | design systems development | usability testing and research | AI/NLP | accessibility (WCAG 2.0) | Figma | Axure

Employment History

Greenway Health | Senior UX Design Manager

Apr 2022 – Present

- Lead and mentor an international design team of 14 designers, bridging the gap between stakeholders, design, research, and development in an agile environment.
- Created and continue to streamline our design processes for the team to align with stakeholders, research, and development.
- Currently redesigning clinical workflows to incorporate AI into general practices and clinical decision support.
- Redesigned our two main EHR systems, practice analytics platform, and patient portal in desktop and responsive views, streamlining workflows to reduce clicks and cognitive load.
- Created a companion app to allow providers to create notes via ambient voice to reduce 'pajama time'.
- Partnered with AWS to create the first corporate **AI chatbot** for clients accessing our help documentation quickly and easily.
- Created a patient portal app, including metrics for wearable devices, increasing adoption rate by 12%.
- Created weekly design training, including hands-on activities for team-building and collaborative designing to build designer skills, reducing training budget by 65%.
- Established weekly reviews with the design team to ensure consistency and accuracy across all designs.
- Worked with designers to create wireframes in Figma and high-fidelity prototypes in Axure.
- Set up a new Instructional Design team, including hiring instructional designers. Recruited, hired, and onboarded 8 new designers along with 6 new instructional designers.
- Conduct usability studies for client feedback as well as discovery research for new features.

Greenway Health | UX Design Manager

Jan 2020 – Apr 2022

- **Managed and mentored** a team of 6 designers within the United States.
- Established and implemented **design processes, design patterns, and sprint processes** to reduce design/engineering time and to align with development sprints.
- Set up **monthly client meetings** to review early designs and collaborate with clients in building streamlined workflows.
- Created and launched our **Telehealth** platform.
- Established **usability labs** for clients at each of our client engagement functions.
- Built a **design system** with a concentration on **WCAG 2.0** accessibility compliance.

Greenway Health | Senior Interaction Designer

Feb 2018 – Mar 2020

- Created easy-to-use workflows for **electronic health record** applications involving **researching** the industry, **customer needs** along with business requirements using wireframes.
- Work as part of a team to establish **design patterns** to ensure a consistent experience throughout the software.
- Work with 6-8 scrum teams to deliver **clickable prototypes** in a timely fashion in an Agile environment

Big Idea Creations | Owner

Jul 1997 – Feb 2018

- Created **responsive web design, client portals, mobile app design, and online marketing** for financial firms in the **financial sector**.
- Created intranets and online training.
- Designed framework for online gaming.
- Built an electronic timesheet in Spanish for a landscaping company
- Built a e-learning courses

Wheat First Securities | Graphic Designer / Web Designer

Jul 1994 – Jul 1997

- Designed and built the **first corporate website**.
- Designed the **intranet**
- Designed the **client portal**
- Designed brochures for financial advisors throughout Wheat First Securities.
- Helped financial advisors set up seminars, including ordering a mailing list, designing the brochures and mailers.
- Designed the internal newsletters, 'Income Dollars and Sense' and 'The Weekly Digest'.
- Designed the monthly client newsletter.

Education & Certifications

Human-Computer Interaction for User Experience Design — Massachusetts Institute of Technology. **Digital Design**
— Academy of Art University **Political Science** — East Carolina University