

CAREER SUMMARY

UX professional with five years of experience in user-centered research and design strategy, holding a UX Certification from the Nielsen Norman Group. Adept at crafting practical, user-focused solutions that improve experiences and achieve business goals. Strong background in conducting research, synthesizing insights, and fostering cross-functional collaboration. Drawing on over 10 years of healthcare and customer service experience, I bring a unique perspective to understanding user needs, empathy, and practical problem-solving.

SKILLS

UX Research & Design: Wireframing, Contextual Inquiry, Field Studies, Observations, Heuristic Evaluations, Task Flows, User Flows, Personas, Journey Mapping, Storytelling, Usability Testing, Workshops, Functional Site Maps

Tools: Figma, Miro, JIRA, UserZoom, Wrike, Qualtrics, Microsoft Office 365, Zoom, G Suite, Slack

Technical & Analysis: Qualitative Coding, UX Writing, Competitive Analysis, A/B Testing, Information Architecture

Languages: English (Fluent), Spanish (Proficient)

PROFESSIONAL EXPERIENCE

eClinicalWorks / Austin, Texas

September 2021 - February 2025

Usability Researcher & Design Strategist

- Conducted user research, including field studies, remote usability testing, interviews, surveys, and heuristic evaluations, gathering actionable insights to improve product usability for 600k+ users
- Collaborated with product analysts to resolve over 60 critical usability blockers, delivering solutions aligned with stakeholder and user needs
- Designed wireframes, prototypes, and user flows in Figma, translating research findings into impactful, user-centered solutions
- Developed and standardized workflows for resolving usability blockers, enhancing resolution efficiency and design consistency
- Authored and managed the monthly Usability Newsletter, providing actionable usability ‘tips and tricks’ to users
- Mentored junior usability specialists, improving team onboarding processes and fostering a culture of continuous learning
- Proactively proposed frameworks for usability research, aligning design efforts with stakeholder goals and user needs
- Crafted concise, user-friendly UI text for in-product experiences, ensuring adherence to UX writing best practices
- Designed and delivered training sessions on UX research and design best practices to product and development teams
- Provided usability input during comprehensive quality assurance testing, ensuring new releases met usability standards and improved workflows

OwnIt LLC / Austin, Texas

February 2021 - July 2021

UX Researcher

- Led user research for a product team of four, conducting interviews and usability testing to guide product strategy
 - Created personas and journey maps using Miro, enabling the team to better align design with user needs.
 - Synthesized findings into stakeholder presentations, driving informed design decisions and business alignment
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EDUCATION

UX/UI Design | University of Texas at Austin | January 2021

Associate of Arts in Anthropology | Austin Community College | June 2019

UX Certification | Nielsen Norman Group | Feb 2020