



Jane Smith

Senior UX Designer

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Nationality: American Date of Birth: 1994-05-22 Place of Birth: Providence, RI Driving License: Class D — New York

EXPERIENCE

Senior UX Designer

Apr 2022 – Present

Lumen Health · Brooklyn, NY · United States

Lead designer on the patient-experience squad.

- Owned the redesign of the intake and scheduling flows used by **380k patients across 14 clinics**.
- Established the design system (58 components, **WCAG 2.2 AA baseline**) adopted across three product teams.
- Mentored two mid-level designers through promotion.

Product Designer

Jul 2019 – Mar 2022

MapleDesk · Toronto, ON · Canada

- Shipped the onboarding rebuild for MapleDesk's customer-success platform, improving activation by **34% in the first 90 days**.
- Ran quarterly usability studies (remote, moderated) and built the research repo that product managers still use as the source of truth.
- Partnered with engineering on a component library migration from Ant Design to a custom Figma-tokenized system.

UX Designer

Sep 2016 – Jun 2019

Fieldstone Studio · New York, NY · United States

Agency designer on client work for early-stage consumer brands. Delivered **20+ end-to-end projects** spanning brand identity, marketing sites, and native mobile apps. Two projects featured in Awwwards Site of the Day.

EDUCATION

B.E.A. in Graphic Design

Sep 2012 – May 2016

Rhode Island School of Design (RISD) · Providence, RI · United States

Concentration in interaction design. Senior thesis: Quiet Interfaces — designing for calm in high-stakes medical contexts. Teaching assistant for Typography II. **Dean's List five semesters.**

AWARDS

Innovation by Design — Health (Shortlist)

2024 – 2024

Fast Company

Site of the Day

Mar 2021 – Mar 2021

Awwwards

Presidential Scholarship

2012 – 2016

Rhode Island School of Design

WEBSITES & SOCIAL LINKS

Portfolio: <https://janesmith.design>

Dribbble: <https://dribbble.com/janesmith>

Writing: <https://medium.com/@janesmith>

LinkedIn: <https://linkedin.com/in/janesmith>

LANGUAGES

English — Native **French** — Working Professional **Japanese** — Elementary

REFERENCES

Dr. Amara Okonkwo

Lumen Health

+1 (718) 555-0176 · amara.okonkwo@lumenhealth.com

Hiroshi Tanaka

Mapledesk

+1 (416) 555-0122 · hiroshi@mapledesk.io

Professor Elena Marchetti

Rhode Island School of Design

+1 (401) 555-0158 · emarchetti@risd.edu

HOBBIES & INTERESTS

Ceramicist — throws and hand-builds once a week at a Brooklyn studio, focused on tableware with an interest in wabi-sabi glazing. Weekend hiker (Catskills and Shawangunks regulars). Co-runs a small informal critique circle for early-career designers, meeting monthly over coffee.

SKILLS

User Research & Usability Testing · Expert

Figma & Design Systems · Expert

Interaction & Motion Design · Experienced

Accessibility (WCAG 2.2) · Experienced

Information Architecture · Experienced

Prototyping (Figma, ProtoPie) · Experienced

Workshop Facilitation · Skillful

PROFESSIONAL SUMMARY

Senior UX designer with 8+ years shaping end-to-end product experiences for consumer and B2B SaaS. Partners closely with engineering and product to move from discovery research to shipped designs, and is equally at home in **Figma**, a usability lab, or a design system governance meeting. Passionate about accessibility as a craft standard, not a checklist.

TECHNICAL PROFICIENCIES

Design Tools: Figma, FigJam, ProtoPie, Principle, Adobe Creative Suite

Research & Testing: Dovetail, Maze, UserTesting, Lookback, Optimal Workshop

Collaboration & Handoff: Linear, Notion, Storybook, Zeroheight, Loom

Front-End Literacy: HTML, CSS, basic React, design tokens, Tailwind

PROFESSIONAL TRAINING

NN/g UX Certification — Specialty in Interaction Design Nielsen Norman Group	Nov 2023
Inclusive Design Principles (multi-week cohort) IDEO U	Feb 2022 – Apr 2022

LICENSES & CERTIFICATIONS

Certified Professional in Accessibility Core Competencies (CPACC) International Association of Accessibility Professionals	Jun 2023 – Jun 2026
NN/g UX Master Certification Nielsen Norman Group	Nov 2023 – Present
Certified Usability Analyst (CUA) Human Factors International	Mar 2021 – Present

EXTRACURRICULAR ACTIVITIES

Mentor ADPList · Brooklyn, NY Volunteer design mentor on ADPList. 140+ sessions logged with an average 4.9/5 rating . Focus areas include portfolio reviews for career switchers, feedback on design system governance, and coaching mid-level designers through promotion conversations.	Apr 2021 – Present
Co-Chair, Accessibility Working Group NYC Design Community · Brooklyn, NY Co-lead a volunteer-run group of ~40 designers focused on raising the accessibility baseline across NYC tech orgs. Organize quarterly hands-on WCAG workshops, maintain a shared resource library, and partner with local nonprofits on free site audits.	Jan 2023 – Present

VOLUNTEERING

Pro Bono Lead Designer Neighborhood Legal Aid NYC · Brooklyn, NY Lead designer on a donated-time basis for a small legal-aid nonprofit serving immigrant communities. Redesigned their intake forms (English + Spanish) to be screen-reader friendly , and rebuilt their printed materials to work at a 5th-grade reading level . Roughly 6 hours per month.	Oct 2022 – Present
Workshop Instructor Girls Who Code — Brooklyn Chapter · Brooklyn, NY Ran monthly introduction-to-design workshops for high school students in the summer immersion program. Curriculum covered basic Figma, visual hierarchy, and usability heuristics. Worked with ~60 students across two program cohorts.	Sep 2021 – Jun 2023

ADDITIONAL EXPERIENCE

Freelance Brand & Web Designer

Jun 2015 – Aug 2016

Self-employed · Providence, RI

Took on small brand and web projects during my last year at RISD. Typical clients were local restaurants, independent artists, and small nonprofits. Completed around a dozen projects ranging from full identity systems to one-page marketing sites.

Gallery Assistant

Sep 2014 – May 2016

Yellow Peril Gallery · Providence, RI

Part-time during undergrad. Produced exhibition graphics, installed shows, and designed the biannual print program. Helped coordinate artist programming during the Providence Art Week festival two years running.

AFFILIATIONS

Member

2016 – Present

AIGA (American Institute of Graphic Arts)

Professional Member

2019 – Present

Interaction Design Association (IXDA)

Working Group Contributor

Mar 2023 – Present

W3C WAI — Low Vision Task Force

POWER STATEMENT

Redesigned Lumen Health's patient intake flow, reducing average completion time from **11 minutes to under 4** and lifting form completion from **62% to 91%** — now the template used across 14 regional clinics serving **380,000 patients**.

ACCOMPLISHMENTS

- Keynote speaker, **Config 2024**: Design systems as accessibility infrastructure.
- Lumen Health patient intake redesign shortlisted for the **2024 Fast Company Innovation by Design** awards (Health category).
- Co-author, *The Calm Patterns Playbook* — **11,000+ downloads**, referenced in RISD's graduate interaction design syllabus.
- Volunteer mentor at ADPList (140+ sessions, **4.9/5** average rating).