

James Head

UX DESIGNER

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I specialize in **Design Systems**, **Information Architecture**, **Accessibility**, and **Documentation**. I've accumulated more than a decade's worth of experience serving established Enterprise clients like **Insulet**, **MediSked**, **Kodak Alaris**, **Xerox**, **Bose**, and **UPMC**.

UPMC - University of Pittsburgh Medical Center 2022 - 2023

UPMC Health PlaNET is an Enterprise Medical Insurance service. I helped develop many new Admin services that will eventually be separated into module applications. It employs a robust UX design system called CORAL.

- Enterprise Medical monolith services
- Secure HIPAA and Health Insurance
- Waterfall Release Cadences
- Professional Design System: CORAL

Innovia CoLabs 2020 - 2023

Innovia offers Consulting, Software, and Design solutions at a large-scale project level. During my time with them I served a half-year contract for Insulet | Omnipod as a UX Designer and Documentation Specialist. Then took over the Product Owner and Lead Designer roles for a Cryptocurrency application called DigiFox for a full year.

Professional Projects Placed at:

DigiFox: Cryptocurrency Finance Platform - 2021 - 2022

- Project Manager of remote teams
- Established Agile methodology for entire company
- Lead UX Designer
- Live User Testing

Insulet | Omnipod: UX Design System - 2020 - 2021

- Established a comprehensive Design System for UX and Development
- Living Single Source of Truth
- Design Standards and Reusable Components
- Built a clean, indexed, Master Components folder system in Abstract
- Preliminary Information Architecture for Healthcare Provider Portal

MediSked: Multiple Application Suite 2019 - 2020

MediSked offers a suite of unique **SAAS** web applications related to **Population Health Management** and **Health Insurance Billing**. Some of my key contributions include mapping **Information Architecture** and **Workflows** for a secure internal **MFA** service, as well as assessing and fixing **Section 508 Accessibility** compliances.

- Confluence Documentation, Standards, and Requirements
- Designed simultaneously for multiple projects in fast-paced Agile Sprints
- Established an AAL2 | NIST compliant Multifactor Authentication login system
- Assisted in documenting 508 Accessibility standards and identified existing gaps
- Designed the framework for a Modular client-specific Assessment Tool

Edgewise Inc 2011-2019

Edgewise Inc specializes in two unique design fields: **Digital UX Design** and Package Design. From 2011-2014 I was an apprentice to the CEO and then served as a full-time member of the company from 2014-2017, working on large UX contracts for **Kodak**, **Alaris**, **Xerox** and **Bose**.

Professional Projects placed at:

Kodak Alaris: KC2 Desktop App - 2016 - 2017

- Codified Terms, Documentation, Style Guides
- Wrote UX copy with consistent Product Voice
- Designed Interactive Feature Layouts
- Shopping Cart Validation | Error States
- AGILE | SCRUM | JIRA | CONFLUENCE

BOSE: Home Stereo Hardware and Setup - 2014 - 2015

- Joint Hardware and Software project
- Designed consistent UI workflows for TV, Tablet, and Smartphone
- Coordinated concept designs with in-house developers
- UX and Technical Writing for Documentation and Instruction Manuals

EXPERTISE & SKILLS

12 Years

UX Design | Workflows
Wireframes | Prototyping

Agile Development
Waterfall Development

6 Years

Design Systems | User Testing
Information Architecture
Documentation

Single Source of Truth (SSOT)
Style Guides and Standards

4 Years

Project Management
Product Owner

Section 508 Accessibility
Educational Design

Software Expertise

Figma | Illustrator
Sketch | Abstract
Adobe XD | Axure

JIRA | Confluence
Azure DevOps
Microsoft Office

InVision | Lucid Board
Miro | Visio
FigJam

EDUCATION

SUNY College at Brockport 2007 - 2011

- Bachelor's Degree - English Analysis - 3.4 GPA
- Sigma Tau Delta English Honors
- Graduated Dean's List

NY State Licensed P&C Insurance Agent 2015

NY State TESOL Certification (*Teaching English to Speakers of Other Languages*)