

SENIOR UX DESIGNER, UXC

Lisa Eck

Drawing over a 25-year record of success, I have excelled in designing and implementing user-centric solutions for Enterprise Software Applications, B2B, SaaS, Content Management Systems (CMS), and diverse business tools across multiple industries. I have consistently tailored UX designs to meet the unique demands of Aerospace Systems, Financial Market, Healthcare, Home and Auto Insurance, Specialty Food Distribution, Software Support, and Real Estate sectors.

An effective data driven UX designer: I work with remote developers from across the globe while practicing Agile Methodology. I'm also able to assess a project and determine the best approach going forward based on time constraints and team capacity.

A disciplined and progressive UX designer: I always display the knowledge of working with the latest design tools and keeping an organized and fluid process with design deliverables for development and the business.

I'm passionate and empathetic about the user: I have a keen sense and understanding of user needs from orchestrating many sessions of user testing and balancing the results.

I use lean UX principles: I diplomatically negotiate between product, design, and development teams and iteratively prioritize requirements throughout the product life cycle. I'm not afraid to push back when user needs are compromised. Teams who are committed to excellence respect and appreciate this about me.

Research Methods: Observation, Understanding, A/B Testing, Scenario Testing, Card Sorting, User Personas, Surveys, Interviews, Tree Testing.

Communicating Design: Information Architecture, Concept Models, Competitive Reviews, Sitemaps, Flowcharts, Interactive Prototypes, Wireframes, Design Briefs, Usability Reports.

EXPERIENCE

SENIOR UX DESIGNER, HOMECARE HOMEBASE; DALLAS, TX – 2020 - 2022

- Collaborated the UX design for a dedicated home healthcare application tailored for tablet use, prioritizing an intuitive interface designed for nurses delivering care in home settings.
- Conducted extensive user research, including home visits and shadowing nurses, to understand their workflows, challenges, and specific needs for the tablet application.
- Designed and developed interactive prototypes and wireframes customized for tablet interfaces, with a strong focus on user-centered design to streamline nursing workflows and improve patient care.
- Collaborated closely with home healthcare nurses to integrate their feedback and ensure the application met their professional requirements.
- Ensured compliance with healthcare industry standards and HIPAA regulations, prioritizing patient data security and efficiency in nursing practices.
- Conducted usability testing with nursing staff to gather feedback and iteratively enhance the tablet application's design and functionality.
- Documented and created user personas, journey maps, and scenarios tailored to the home healthcare nursing environment, guiding the development of the tablet application.

SENIOR UX DESIGNER, CHERWELL; COLORADO SPRINGS, CO – 2019 - 2020

- Led UX improvement initiatives for a software support application, enhancing the user interface for streamlined navigation and user experience.
- Conducted comprehensive user research and testing to identify pain points and improve the software support application's usability.
- Designed and developed interactive prototypes, wireframes, and mockups to refine the user interface and functionalities of the software support tool.
- Coordinated with stakeholders to gather requirements and translate them into effective UX strategies, aligning the software support application with user needs.
- Implemented best practices in usability and accessibility to create a more inclusive and user-friendly software support application.

SENIOR UX DESIGNER, IHS MARKET; BOULDER, CO – 2016 - 2019

- Conducted influential UX research shaping user decision-making in the financial market.
- Directed information architecture, user scenarios, wireframes, mental models, personas, and interaction prototypes for a variety of user interfaces, including websites, mobile applications, and business tools. Notably contributed to high-profile financial market websites such as TD Ameritrade, JP Morgan, and Merrill Edge.

SENIOR UX DESIGNER, LOCKTON AFFINITY; KANSAS CITY, KS – 2015 - 2016

- Led comprehensive UX research and testing for new products within the insurance industry.
- Spearheaded the design and development of interactive prototypes, encompassing both low and high-fidelity models.
- Engineered remote user testing methodologies, conducted rigorous testing analysis, crafted scenario scripts, and executed A/B tests.
- Produced detailed documentation supporting findings and delivered persuasive presentations to effectively communicate results to stakeholders.

PRINCIPAL UX DESIGNER, CIVIC PLUS; MANHATTAN, KS – 2014 - 2015

- Orchestrated the UX design for 38 intricate module components within the company's Content Management System, operating within an Agile/Scrum environment and applying Lean UX methodologies.
- Defined project/product scope, creating comprehensive conceptual frameworks and documentation to steer the development of user-centered designs.
- Translated business requirements into comprehensive analyses including competitive, mental models, task, and red route analyses, accompanied by storyboards, wireframes, rapid prototypes, and high-fidelity mockups.
- Crafted and implemented branding standards that encompassed the company's voice identity, customer experience, unique offerings, and style guide.

PRINCIPAL UX DESIGNER, BOAR'S HEAD; SARASOTA, FL – 2008 - 2014

- Led UX design initiatives centered around software applications used within delicatessen products distribution plants.
- Designed and optimized user interfaces for software tools utilized in distribution centers, ensuring seamless navigation and user-friendly experiences for plant workers and management.
- Developed intuitive and efficient workflows tailored to the unique operational requirements of specialty meat distribution, streamlining processes related to inventory management, quality control, and shipment tracking.
- Collaborated closely with stakeholders, including plant managers and operational staff, to understand their specific needs and pain points, resulting in user-centered software solutions that significantly improved productivity and accuracy in processing meat orders and shipments.

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