

teresa.

T E R E S A N . L O P E S

www.teresanlopes.com | teresawyattlopes@gmail.com | +1(904)923-4668

PROFESSIONAL SUMMARY

Creative and innovative Senior Product Designer with 15+ years of experience translating complex ideas into intuitive and aesthetic designs. Skilled at leading cross-functional teams to deliver effective products that enhance user experience and drive business growth. Proficient in user research, interaction design, prototyping, and project management.

EXPERIENCE

2016-2024 **Availity, LLC**

Senior User Experience Designer

- Designed an account and settings application that increased engagement by 135%
- Redesigned the user registration process employing user-centered design principles which increased customer satisfaction by 60%
- Led the design effort to reimagine the claim entry experience by conducting and leveraging UX research (qualitative and quantitative) and working with a cross-functional team to release a product that decreased claim entry time by 50%.
- Championed an innovation initiative partnering with the AI/ ML team to create a new patient search experience
- Stood up an enterprise accessibility program focusing on WCAG 2.1 guidelines and 508 standards
- Created wireframes, prototypes, and high-fidelity designs using tools such as Axure RP, Figma, and Adobe Creative Suite.
- Mentored and coached junior designers, fostering a culture of innovation and continuous improvement within the design team.

2014- 2016 **L3 Harris Technologies**

Lead UI Designer

- Created the user experience for the redesigned marketing website
- Designed and developed the first Tech Expo responsive website
- Met with key stakeholders and employees in order to design and develop the first internal news archive
- Gathered requirements to properly size projects and delivery dates for the translation of marketing sites
- Interviewed key stakeholders to figure out their needs, find their major pain-points, and gather enough requirements to properly size projects and delivery dates.
- Collaborated with cross-functional teams to create wireframes and prototype.
- Designed visual user interfaces, user interactions, and user journeys using user-centered design (UCD) principles.
- Performed heuristic evaluations of existing web applications and sites to suggest ways of improving usability and overall user experience.
- Developed visually engaging web applications using Microsoft SharePoint, XML, XSLT, SPservices, JQuery, CSS, .NET, bootstrap, HTML5, CSOM and JSOM
- Maintained the L3 Harris marketing website and intranet



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EXPERIENCE (Continued).

2007 - 2014 Nemours Health System

UI Developer/ Designer

- Designed and developed the initial TeamShare intranet site
- Led the design effort for the award-winning Nemours Mansion & Garden website
- Developed the UI components for the Let's Move campaign website for the US White House
- Translated paper prototypes to fully rendered functional interfaces utilizing JavaScript, HTML, CSS, ExtJS, and JQuery
- Created prototypes using Adobe Creative Suite and invision
- Developed fully rendered interfaces for applications using ASP .Net, C#, JSP, and Java
- Assisted engineers with data integration and implementation of user interfaces using JSP, ASPX, HTML5, CSS3 and JS
- Communicated with IT and business team members to build storyboards, proof-of- concept mockups, demos and prototypes of proposed and planned apps and features
- Administered usability testing and assist in user acceptance testing, review and reporting

2006 - 2007 General Dynamics - IT

Web Developer

2004 - 2006 Webs.com

Graphic Designer

2004 - 2004 General Electric (Financial Services)

Information Management Leadership Program Intern

SKILLS

- User Experience (UX) Design
- Interaction Design
- Prototyping (InVision, Marvel)
- User Research (UserZoom, HotJar, Qualtrics)
- Visual Design (Sketch, Figma, Adobe XD)
- Design Thinking
- Agile Methodologies
- Cross-functional Collaboration
- Leadership and Mentoring
- Accessibility (WCAG, WAI-ARIA, 508 compliance)

EDUCATION

2000 - 2004 • University of Notre Dame
BA - Graphic Design
BA - Computer Applications

CERTIFICATIONS

2000 - 2004 • University of Notre Dame
BA - Graphic Design, BA - Computer Applications

2019 - 2020 • NN/g Certifications in Interaction Design and Research

2024 - Level Access Accessibility Practitioner Certification