

*Teresa Lopes*

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## SENIOR USER EXPERIENCE DESIGNER

Bringing warmth, simplicity, and order to ideas that seem too hard to express and too large to grasp is my passion. I'm so grateful for every opportunity and for everyone who has helped me to express my passion through design.

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## PROFESSIONAL EXPERIENCE

### Availity, LLC

January 2016 - Present

#### Senior User Experience Designer

Strategically positioned the company for growth by championing accessibility efforts which allowed expansion into government business, creating a claims product for atypical providers that enabled scale during COVID-19 and expansion into western regions, and designing an account area that facilitated the collection of more information about users and increased the security of digital assets.

#### Responsibilities:

- Facilitate discovery workshops with leadership to understand their goals, objectives, desired outcomes and success measures for new products and initiatives. Then establish an agreed upon problem statement.
- Interview, survey and observe users in order to understand what's working well in their current process and what is not, as well as, wants, needs and pain-points. Then, translate these into deliverables like empathy maps, journey maps, service blueprints, user flows, and infographics.
- Conduct ideation workshops with cross-functional teams to quickly brainstorm as many concepts as possible using a whiteboard, stickies, and markers or online tools such as Miro and FigJam. Then create wireframe, storyboards, sketches of the strongest ideas.
- Create low to medium fidelity mockups and prototypes using Figma to illustrate ideas, features and functionality to key stakeholders and users
- Create high fidelity interactive prototypes for unmoderated and moderated user testing using Axure RP for advanced interactions such as illustrating an autocomplete or search behavior
- Lead strategic initiatives for accessible, 508 compliance and universal design by creating and conducting training for designers, QAs and developers, selecting enterprise accessibility testing tools, authoring accessibility standards for the design system, creating the employee accessibility website and approving released code
- Serve as the design lead for junior and associate designers working in the post-service products
- Champion the creation and importance of the design system team for user experience and continual UX/ UI reviews of existing applications

### L3 Harris Technologies

2014 - 2016

#### Lead Designer

- Meet with key stakeholders to figure out their needs, find their major pain-points, and gather enough requirements to properly size projects and delivery dates.
- Collaborate with cross-functional teams to sketch, create wireframes or prototype. Design visual user interfaces, user interactions, and user journeys using user-centered design (UCD) principles.
- Perform heuristic evaluations of existing web applications and sites to suggest ways of improving usability and overall user experience.
- Develop visually engaging web applications and sites using Microsoft SharePoint, XML, XSLT, SPServices, JQuery, CSS, .NET, bootstrap, HTML5, CSOM and JSOM
- Maintain the L3 Harris Corporate Website, L3 Harris Intranet (Sharepoint) Site, and the marketing sites for the 5 major companies that make up the corporation.

**UI Developer/ Designer**

- Translate paper prototypes to fully rendered functional interfaces utilizing JavaScript, HTML, CSS, and javascript libraries/ frameworks
- Create prototypes using Adobe Creative Suite (fireworks, photoshop and illustrator) and online prototyping tools such as invision
- Develop fully rendered interfaces for applications using ASP .Net, C#, JSP, and Java
- Design the user interface and information architecture for SharePoint
- Assist engineers with data integration and implementation of user interfaces using JSP, ASPX, HTML5, CSS3 and JS
- Communicate with IT and business team members to build storyboards, proof-of- concept mockups, demos and prototypes of proposed and planned apps and features
- Ensure the use of design standards best practices to achieve the best user experience
- Administer usability testing and assist in user acceptance testing, review and reporting
- Translate requirements into wireframes using axure, irise, and balsamiq

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**SKILLS**

**APPLICATIONS & DEVELOPMENT**

Adobe Creative Suite, Axure, Figma, Balsamiq, Sketch, Qualtrics, Userzoom, HotJar, inVision, Miro, SurveyMonkey

JIRA, Confluence, MS Office Suite, Eclipse, Visual Studio, QuickTime, SharePoint Designer, Azure, CSS, HTML, Java, bootstrap, MaterialUI, C++, ColdFusion, JavaScript, JS Libraries (Ext JS, JQuery, AngularJS, React), JSP, REST services, CSOM/ JSOM, MSSQL, MySQL, Oracle, PHP, CMS (Drupal, Tridion, Magnolia, Joomla, Wordpress, Shopify, Squarespace, Wix)

**ACCESSIBILITY**

ANDI, WAVE, ColorPicker, Axe, TrustedTester, Level Access Testing & Monitoring Tool Suite

**USER CENTERED DESIGN**

Card Sorting, Expert Reviews, Field Studies, Focus Groups, Interviews, Persona/ JTBD/ Archetype Creation, Journey Mapping, Surveys, Usability Testing, Ideation Workshopping, Discovery Workshopping, Wireframing, Prototyping, Coding, Creating Infographics and Presentations

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**EDUCATION**

**Level Access (February 2024)**

Accessibility Practitioner Certification

**Nielson and Norman NN/g (2019 - 2020)**

Interactive Design and UX Research Certification

**University of Notre Dame (2000 - 2024)**

BA Graphic Design

BA Computer Applications & Programming

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