

LEAH BATEMAN

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PRODUCT DESIGNER

- Thoughtful, analytical product designer with experience leading end-to-end design for new and existing features in healthcare and cybersecurity enterprise applications.
- Skilled at collaborating closely with product managers, stakeholders, and customers in agile environments.
- Cross-cultural communicator experienced in working with international team members across timezones.

Core Competencies

- Techniques: User research, journey mapping, process and user flows, design workshop facilitation, sketching, wireframes, mockups, prototypes, usability testing
- Tools: Figma, Miro, Balsamiq, Sketch, InVision, Axure, PlaybookUX, UserTesting.com, UserZoom

EXPERIENCE

Senior Product Designer, AppOmni, San Francisco, CA 2022–2023

- Owned end-to-end product design for significant net new features, including designing and executing user research, iterating on designs in Figma, and providing implementation support, working directly with front-end engineers.
- Developed UX strategy for an information architecture overhaul, providing a release plan with multiple releasable milestones and designs for each milestone.
- Improved design operations by mentoring colleagues in hypothesis-driven research techniques, developing an onboarding plan for new designers, and maintaining a knowledge base of best practices.
- Assumed ownership of accessibility, making design system components accessible, leading an accessibility working group, and performing an accessibility evaluation of our product that helped close an at-risk sale for a customer with accessibility requirements.

Senior UX Designer, InterSystems Corporation, Cambridge, MA 2018–2022

- Owned end-to-end UX design for an electronic health record (EHR) viewer and a clinical decision support rule builder, both part of a healthcare information exchange system. Translated requirements into sketches, wireframes, mockups, and clickable prototypes in Balsamiq, Sketch and InVision. Facilitated in-person and remote research studies, design workshops, usability tests, and group reviews of existing features and new designs. Supported three scrum teams that did not have designers.
- Worked with the UX team to document and test Sketch components for a new design system loosely based on Material Design. Worked with developers as they implemented components in Angular. Reviewed work by other scrum teams to ensure it met interaction and visual design standards.
- Provided accessibility support for products, including proposing recommendations, drafting VPATs, managing third-party audits, ensuring new features met WCAG 2.1 AA guidelines, and supporting developers as they remediated accessibility issues. Performed accessibility testing using Deque axe DevTools Pro, keyboard navigation, and VoiceOver.
- Promoted and enhanced design thinking and encouraged cross-product feedback and interaction by facilitating a bi-weekly hallway UX Fair and cross-product UX/UI developer meetings.

UX Designer (Freelance), WhiteSpace (Liubaikongjian.com), Shanghai, China 2017–2018

- Gathered requirements and researched existing user behavior for a conference room reservation app.
- Designed wireframes for a mobile web version of the app to run on the WeChat platform.

UX Designer (Contract), Wayfair, Boston, MA 2018

- Conducted competitive research for a platform to match Wayfair customers with service providers.
- Created user journey maps for customers and service providers.
- Designed user workflow and preliminary wireframes in Sketch for the provider-facing mobile app.

UX Designer, Carbonite, Boston, MA 2017

- Co-designed an onboarding flow and UI text for a new Disaster Recovery as a Service (DRaaS) product. Created wireframes and mockups for DRaaS product screens in Balsamiq and Sketch. Worked with product management and engineering to define project requirements and scope.
- Designed screens for a new buy flow under a tight deadline. Created clickable prototypes of multiple concepts for A/B testing purposes; incorporated results of A/B testing into buy flow design.
- Contributed to internal visual design style guide, unified customer portal, and UX process discussions.

UX Designer, ACI Worldwide, Waltham, MA 2015–2017

- Designed workflows and screens for an internal framework to enhance development of electronic payment software. Conducted requirements research and usability testing for this framework.
- Researched, designed, and tested workflows and responsive screens for a corporate online banking application, an internal QA testing application, and a payment queue processing feature.

Product Designer, CA Technologies, Framingham, MA 2013–2015

- Co-designed workflows and interactions in Axure for a tool to create strategic dashboards.
- Conducted research to support persona creation, interface look-and-feel, and product opportunity assessment.

UX Research Intern, Constant Contact, Waltham, MA Spring 2013

- Created online usability studies with UserTesting.com and UserZoom; analyzed and presented findings.
- Recruited and took notes for two to six usability studies per month, covering the full product range.
- Planned and moderated a usability study of an internal pattern library.

UX Design Intern, ACI Worldwide, Waltham, MA Fall 2012

- Conducted user research for a fraud case management tool, including interviews and a survey.
- Translated findings from research and usability tests into requirements for use in developing UI designs.
- Created and refined low- and mid-fidelity wireframes and interactive prototypes.
- Created and updated UX design specifications.

EDUCATION**MS in Human Factors in Information Design**, Bentley University, Waltham, MA**BS in Humanities (Expository Writing)**, Massachusetts Institute of Technology, Cambridge, MA**Certificates**

- Interactive Design and Marketing, Minneapolis College of Art and Design, Minneapolis, MN (online)
- Software Technical Writing, Middlesex Community College, Bedford, MA

Additional Training

- CompTIA Network+ (in progress; expected October 2023)
- CompTIA Security+ (in progress; expected October 2023)
- Accessibility for Developers, Designers, and Content Managers, InterSystems, June 2020
- Two-day Agile Software Development course, InterSystems, September 2018
- Healthcare Information Systems, University of Massachusetts Lowell, Spring 2019