Tami Buckman Senior UX Designer

Richmond **VIRGINIA**   **tamibuckman.com**

UX Methods and Deliverables

Discover
Competitive Analysis
Field Studies
User Interviews
Desk Research

Define
Personas
Business Needs
Constraints
Research Synthesis
Product Principles

Ideate
User Stories
User Flows
Feature Sketching
Wireframes

Design
Branding
Content Development
Design System
Prototype

Test
Usability Testing
Feedback
Implementation
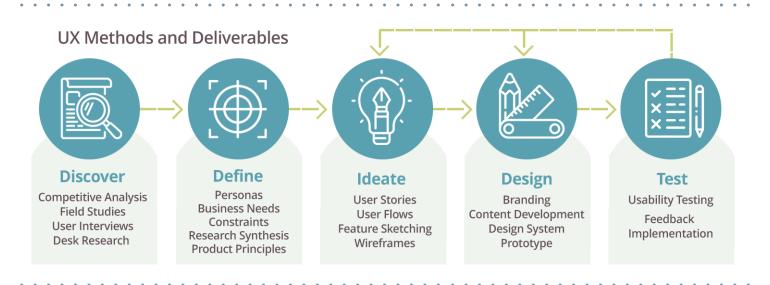
WORK EXPERIENCE

Centene Corporation
Senior User Experience Designer | August 2022 - Present
Partner with business stakeholders, product owners, and engineers to define user workflows and identify areas of opportunity for enterprise clinical cloud software for managed care and health insurance products balancing business goals and user needs.

Conduct research and usability tests to inform design decisions and identify user problems. Facilitate strategic design thinking/human centered ideation sessions with dev teams and business operations. Sketches, user flows, low to high fidelity wireframes and prototypes.

Collaborate with design operations leadership to mature UX practices. Mentor UX designers.

Bon Secours Mercy Health
Product Engineer | February 2019 - August 2022
Healthcare product design for enterprise business users, patients, and providers. Rapid design of digital solution prototypes, bridging the gap between business stakeholders and developers, ensuring adoption with communication and training. Monitoring, facilitation of discovery workshops, user experience design, and user acceptance testing.

Bon Secours Health System
Lead Web Solutions Analyst | June 2015 - February 2019
Web Solutions Analyst | November 2012 - June 2015
Portal Specialist | June 2011 - November 2012
Internal consultation for colleagues to harness digital channels to automate and complement work processes and support better patient care. Produced web-based collaboration intranet sites for corporate offices and clinical facilities of a Catholic health system that employs 30,000+. User interface design for consumer websites and mobile apps.

Riddick Advertising
Senior Art Director / Project Manager | April 2004 - June 2011
Strategy and art direction for print and digital projects. Branding, advertising campaigns, direct mail, websites. Lead creative and mentor for graphic designers and junior project managers. Implementation of brand standards for clients including Rubbermaid and Genworth Financial.

EDUCATION

MARYLAND INSTITUTE COLLEGE OF ART
MPS Master of Professional Studies in UX (User Experience) Design. May 2022

VIRGINIA COMMONWEALTH UNIVERSITY
BFA Communication Arts & Design, 1997. Completed the requirements for the Honors Program and graduated Cum Laude.

AMERICAN INTERCONTINENTAL UNIVERSITY
London, England: courses in Photography and Art History, 1996. Received VCU World Study Scholarship for International Education.

JAMES MADISON UNIVERSITY
Undergraduate art foundation courses, 1993-94.

AWARDS & ACCOLADES

Featured Speaker, Richmond SharePoint User Group July 2020, Microsoft 365 Migration

2015 Dedicated Service Award Nominee, Bon Secours

Presenter, 2015 IIE Engineering Lean & Six Sigma Conference, Atlanta: "No More Silos: Intranet Technology for Lean Project Management"

TOOLKIT
Adobe Creative Suite | Figma, Adobe XD Figjam, Miro |Agile, Lean, Design Thinking Jira, Trello, Confluence, ALM Octane Sitecore, Salesforce | Microsoft 365