

Mei Tan

Plano, TX | **Product Designer** | 4+ years experience | +1 (469) 288-3764 | meixyi.tan@gmail.com

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Core Competencies

- **Product & UX Strategy:** UX/UI foundations, user flows, journey mapping, cross-functional alignment, client communication, business-to-design goal alignment, presentation creation and speaking
 - **User Research:** Usability testing, user interviews, surveys, persona development, market research
 - **Design & Prototyping Tools:** Figma, FigJam, Sketch, Adobe Creative Suite, wireframing, high-fidelity design, interactive prototyping
 - **Technical & Website Skills:** HTML, CSS, Webflow, WordPress, GoDaddy
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Professional Experience

Product Designer | Baylor Scott & White Health, Dallas TX | March 2025 – Present

- Took end-to-end ownership of a primary healthcare product while managing a second healthcare product at 80% capacity, serving as the primary design point of contact for two separate dev and product teams.
- Proactively navigated context switching and improved communication by implementing new documentation processes, including the use of Microsoft Loop.
- Took complete ownership of all chat-related design, including the creation and maintenance of a dedicated sub-design system for chat functionalities.
- Furthered a design of a patient-facing triage chatbot that provided time and cost savings and led the successful migration of internal legacy systems to a modern design system, improving brand consistency and reducing user clicks.
- Translated ambiguous business goals into clear, actionable design strategies by conceptualizing the future state of an internal staff platform. This involved translating high-level business goals into actionable design artifacts like lo-fi screens and user flows to ensure a cohesive and consistent user experience across both patient-facing and internal-use software.

UI/UX Designer | Invene, McKinney, TX | July 2021 – April 2024

- Designed and prototyped healthcare software for multiple enterprise clients, creating solutions like care provider dashboards and patient portals by merging business needs with software capabilities.
- Created and maintained design systems for the company and its clients, ensuring brand consistency and design efficiency across projects.
- Facilitated user flow workshops and client meetings to ensure project alignment, successfully delivering a responsive patient portal for a health insurance client on time and on budget.
- Managed internal and client website development, while also creating branding and marketing graphics that contributed to increased sales.

UI/UX Designer (Apprenticeship) | Dialexa, Richardson, TX | Feb 2020 – Apr 2020

- Created the Agile roadmap and visual design assets for an eco-friendly app, collaborating with cross-functional teams to align business goals with technical feasibility.

Graphic Designer (Intern) | Big Brothers Big Sisters, Irving, TX | Jan 2019 – May 2019

- Led an independent market research project that involved conducting surveys and interviews with over 30 participants, resulting in the delivery of actionable recommendations to enhance marketing strategy.

UI/UX Designer (Intern) | DegreeChamp, Richardson, TX | Aug 2018 – Dec 2018

- Collaborated with the CEO to create an MVP for a mobile degree tracking app, translating the vision into wireframes and user flows.
 - Created high-fidelity prototypes used in user research with 7 participants, delivering actionable insights for product refinement.
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Education & Certifications

1. **B.A. in Design and Visual Communications** | University of Texas at Dallas | Aug 2016 – May 2020
Graduated Magna Cum Laude, Top 10%, Dean's List
2. **UX Certification** | CareerFoundry | Jul 2021 – May 2022