Jessica Shiner

Product designer UX + UI (she/her/hers)

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Firefly Health Product Designer

2 years — Portland, OR + Watertown, MA

Firefly Health is a virtual-first health company that provides primary care and health coverage optimized for high quality health outcomes and human-first member experiences.

- Product design for Firefly's member-facing app and clinical software
- Ensured design standards met WCAG AA app compliance for users of all abilities
- Leveraged usability testing for iterative UX improvements
- Created and maintained a sustainable design system

EY Design Studio Associate Director of Experience Design

3 years, 6 months — Portland, OR

EY Design Studio is a specialized creative group within EY consulting that creates future experience visions within multi-year digital transformation initiatives.

- Collaborated with subject matter experts and data scientists to leverage AI and machine learning in healthcare apps
- Advocate for informed, inclusive designs that are accessible all users.

Citizen, Inc Senior UX Designer

1 year — Portland, OR *(Acquired by EY Design Studio)*

The Citizen studio leveraged user-forward design thinking to uncover opportunities and create experiences that add meaning to an increasingly connected world.

- Lead designer on member-facing health and exercise app for Cigna

Gravitate Senior Designer

3 years — Vancouver, WA

Gravitate is a digital marketing and design agency providing strategies to build long-term, collaborative relationships with clients through meaningful, measurable user experiences.

- UX + UI design, strategy, prototyping, IA for consumer websites and apps

ShinerStudio Freelance Visual Designer

1 years — Portland, OR

Creative for clients including: Nike, Gravity Switch, Pure Branding, and Suki Skincare

Massachusetts College of Art & Design Design Certificate — Boston, MA
University of Massachusetts BA in Communication — Amherst MA

Skills UX, UI, Figma, Sketch, Adobe Creative Suite, usability testing, prototyping, accessibility, design systems,, branding, and design strategy