

Erica Nieves

UX Designer

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About Me

Former healthcare financing specialist adept at problem-solving and communication management, and now transitioning into the user-centered design space to create impactful design solutions for product growth and evolution

Skills

UX Design | Site Maps, Userflows, Information Architecture, Wireframing, Prototyping,

UX Research | Personas, Affinity Mapping, Competitive/Comparative Analysis, Usability Testing, User Interviewing

Tools | Figma, FigJam, Microsoft Office, Google Workspace

UX Design Projects

DuoPal - Language learning application/desktop website

December 2022 - January 2023

- I worked on a team as a UX designer and researcher to create a feature that assisted users in improving their fluency for Duolingo.
 - Using the UX design process we created a direct messaging feature that allowed users to connect with one another to exchange languages.
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Professional Experience

Ventra Health, Accounts Receivable Specialist

April 2022 - December 2022

- Managed a portfolio of 400+ accounts maintaining 100% accuracy in record-keeping of all transactions, payments, and invoices.
- Answered ~25 inbound calls, responding to customer inquiries and resolving issues in a timely and professional manner with 95% customer satisfaction.

Ventra Health, Billing Assistant

September 2021 - April 2022

- Supported the accounts receivable specialists with processing 100+ claims, handling 50+ appeals, and efficiently pulling records to resolve customer issues with a 99% success rate daily.
- Trained ~10 incoming billing assistants ensuring their proficiency by providing comprehensive support, including being available for any additional questions or assistance with a 100% satisfaction rate from trainees.

UNIQLO, Supervisor

November 2018 - June 2021

- Managed a team of 10+ associates and provided daily guidance, coaching, and support to ensure high levels of performance and customer satisfaction with a 95% employee satisfaction rate
 - Assisted in the training and development of new hires, providing them with the knowledge and skills necessary to excel in their roles, leading to a 90% success rate in job performance.
 - Consistently exceeded customer satisfaction goals, as evidenced by high customer satisfaction scores leading to expedited promotions within the company.
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Education

General Assembly | Remote

UX Design Immersive

April 2023

Full-time immersive program in UX/UI design consisting of 480+ hours of study, practice, professional training, and mentorship. Executed end-to-end UX/UI design processes for six projects from the user research phase through UI design, prototyping, usability testing, iteration, and stakeholder presentation; worked fully remote with teams using Agile methodologies and iterative development.

Brooklyn College | Brooklyn, NY

Bachelor of Science in Psychology

December 2020