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
Interpersonal Skills | Highly Collaborative, Conflict Resolution, Problem Solving, Communication, Adaptability

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UX Design Projects

DuoPal - Language learning application/desktop website   **January 2023**
- Created a direct messaging feature that allowed users to connect with one another to exchange languages.

OBA - Review and recommendation application   **April 2023**
- Updated the visual design
- Created a blog, forum, and proximity map feature

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.
- Collaborated with onboarding & training for ~10 incoming billing assistants to build proficiency levels with MedSuite revenue cycle software and EMR systems to ensure efficiency with claims processing.

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.
- 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 service goals, as evidenced by high customer satisfaction scores leading to expedited promotions within the company.

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