

Maya Navarro

UX Designer

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Summary

UX designer with eight years taking B2B and healthcare products from discovery research through developer handoff, most recently in clinical scheduling. Redesigned a patient portal used by 200,000 members, lifting booking task completion from 61% to 88% across four moderated rounds and two releases.

Experience

UX Designer — Cascade Health Technologies 2023 – Present

- Lead end-to-end design of a patient scheduling portal serving 200,000 members across three clinic networks and two mobile apps
- Raised booking task completion from 61% to 88% over four moderated usability rounds, presenting findings to product and clinical leadership
- Run a biweekly research cadence of 6-8 patient interviews; findings feed a shared repository of 400+ tagged insights

UX Designer — Brightsmith Studio 2020 – 2023

- Designed onboarding and checkout flows for 12 client products in fintech and retail; launches averaged a 14% conversion lift
- Built a 60-component Figma library adopted by three client teams, cutting handoff questions 30% and onboarding new designers faster
- Facilitated 20+ stakeholder workshops a year that turned loose briefs into testable flows within a single sprint

Junior UX Designer — Harborline Software 2018 – 2020

- Shipped wireframes and clickable prototypes for 9 SaaS feature releases on two-week sprint cycles alongside two product managers
- Ran 40+ unmoderated tests a year in Maze and summarized findings into one-page readouts for two squads

Education

B.Des. Interaction Design — University of Washington 2018

Skills

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|----------------------------|-------------------------|
| • Figma | • Prototyping |
| • Design systems | • Interaction design |
| • Accessibility (WCAG 2.2) | |
| • Usability testing | • User interviews |
| • Journey mapping | • Survey design |
| • Insight repositories | |
| • Design critique | • Developer handoff |
| • Jira | • Workshop facilitation |

Certifications

NN/g UX Certification