

# MITTRA PATEL

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## Skills

UX Design  
User Research  
Accessibility  
Wireframing  
Concept Validation  
Prototyping  
User Testing  
Information Architecture  
Agile Methodology  
UX Writing  
Affinity Diagramming  
Responsive Design  
Neuro-Inclusive Design

## Education

**McCombs School of Business at The University of Texas at Austin**

Certification: UX/UI Design

**The University of Texas at Austin**

Bachelor of Science & Arts in Biology  
Minor: Sociology

## References

**Kenny Rosenberg**

Director, Experience Design  
krosenberg@athenahealth.com

**Sara Wells**

Principal Designer  
swells@athenahealth.com

**K.C. Teis**

Executive Director, Experience Design  
kteis@athenahealth.com

## Hi there!

I'm a product designer and researcher with experience solving complex problems in healthcare, payments, and billing. I believe great design comes from focusing on the right questions. I have expertise in accessible & inclusive design and a track record of a collaborative approach that drives ideas from concept to launch.

## Experience

**athenahealth | UX Designer**

September 2021 - Present

Austin, Texas

- Designing end-to-end experiences that simplify payments and improve patients' understanding of their healthcare costs.
- Partnering closely with the Product and Engineering teams to define and create designs.
- Advocate and go-to person for accessibility and inclusive design.
- Responsibilities include: user research, client research, wireframing, concept validation, user testing, prototyping, and information architecture.
- Designed and launched athena's first ever Patient Self-Service Payment Plan feature in close collaboration with product and agile scrum teams.

**athenahealth | UX Intern**

June 2021 - September 2021

Austin, Texas

- Developed expertise in consumer financials design principles.
- Collaborated closely with other designers to validate the best approach for a high impact and feature: self-serve payment plans.
- Rated 'exceptional' by management and recommended for full-time employment.

**Self-Employed | UX Designer**

December 2019 - December 2020

Austin, Texas

- Worked with startups and nonprofits to understand their business challenges, uncover their users' needs, and provide impactful design solutions through user research, wireframing, prototyping, and interaction design.

**Primizie Snacks | Logistics & Operations Coordinator**

2018 - 2020

Austin, Texas

- Coordinated with buyers and 3PLs to ensure a smooth order cycle: from initial raw inventory and production through delivery and all the way to grocery store shelves.
- Increased on-time deliveries by 50%.