MITTRA PATEL

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Skills

UX Design
Strategy
AI/LLM: Brainstorming & Synthesis
User Research
Accessibility
Wire framing
Concept Validation
Prototyping
User Testing
Information Architecture
Agile Methodology
UX Writing
Affinity Diagramming
Responsive Design
Neuro-Inclusive Design

Education & Certifications

IDEO U
Certification: AI x Design Thinking Workshop Series

IDEO U
Certification: Leading Complex Projects - Deliver Stronger Outcomes in Changing Conditions

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

Hi there! ☕

I'm a senior product designer and strategist with 5+ years experience solving complex problems in finance, healthcare, and payments. I believe great design comes from focusing on the right questions. I have a track record of a collaborative approach that transforms ambiguity into clarity and drives ideas from concept to launch.

Experience

JPMorgan Chase & Co. | Senior UX Designer
February 2024 – Present (New York, NY)

Designing end-to-end experiences that enable small business owners (SBOs) to manage their bottom line and make better business decisions.
- Designed and launched a Google Ads integration for 200,000+ clients that helps SBOs use their customer insights to optimize their marketing efforts.
- Leading a high impact design initiative that aims to convert business banking clients (7 million users!) to merchants while also providing them with relevant and digestible industry insights.
- Collaborating closely with executives, product managers, data analysts, researchers, content designers, and developers to drive alignment and evaluate trade-offs to enhance a legacy data analytics tool.
- Mentor and champion for JPMC's Design Development Program.

athenahealth | UX Designer
September 2021 – October 2023 (Austin, TX)

Designed end-to-end consumer experiences that simplify payments and improve patients' understanding of their healthcare costs.
- Designed and launched athena's first ever Patient Self-Service Payment Plan feature for in close partnership with product and agile scrum teams; 100,000+ plans created as of June 2024.
- Responsibilities included: user research, client research, wire framing, concept validation, user testing, prototyping, and information architecture, and interact design.
- Advocated for and was go-to person for accessibility and inclusive design.

athenahealth | UX Intern
June 2021 – September 2021 (Austin, TX)

Developed expertise in consumer financials design principles.
- Collaborated closely with other designers to validate the best approach for a high impact feature: self-serve payment plans.

Self-Employed | UX Designer
December 2019 – December 2020 (Austin, TX)

Worked with startups and nonprofits, such as Austin Sunshine Camps, to understand their unique challenges and provide impactful outcomes through user research, rapid user testing, and prototyping.