

Summary

I lead a UX team at healthcare company, and together we build great user experience for wide range of enterprise digital products. I have strong visualization, analytical, technical skills, with ability to see macro picture, and desire to solve challenging problems.

I'm a proponent of design-directed product development process to ensure alignment of vision among stakeholders, predictability in process, and successful project outcome.

What I do...

- ✎ Create UX/UI for wide range of complex products: customer service / call center, order processing, finance, clinical, and sales & account management areas.
- ✎ Develop, own, and maintain UI Design Framework & Standards, enabling agile product development while delivering consistent UX.
- ✎ Interface with business owners, development, project management, and operations on daily basis.
- ✎ Drive all aspects of user experience design process from deep-dive analysis, creating wireframes, high-fidelity mockups and prototypes as well as HTML/CSS/JS coding.
- ✎ Manage UX team members from various disciplines.
- ✎ Research latest best-practices, and make continual product and process improvement.
- ✎ Adopt flexible engagement model depending on resource and technological availability & constraints, business priority, stakeholder personalities.
- ✎ Work well with both waterfall, Agile SDLC, and everything in-between.

Work Experience

Senior Manager - User Experience and Design

I led UX design during post-merger integration for critical projects to drive client retention and margin. As part of the effort, we accomplished the followings:

- Created application that enabled large health plan clients to view and self-service pharmacy benefits setup of their own clients & groups, including benefit design, formularies, accumulators, copays, and client hierarchy. (\$7mm)
- Created vision concept for customer service system that served as foundation and framework for enhancing existing system, as well as other internal applications.

Skills



- Wireframe / prototype
- High-fidelity visual designs
- UX Team lead
- Deep-dive requirement analysis
- Photoshop & Illustrator
- <HTML> / .{CSS} / (JS)

Education



Cornell University
Bachelor of Fine Arts (B.F.A.) '01
Concentration in Applied Economics and Management

Links



propellab.com
linkedin.com/in/junglee
ux.stackexchange.com/users/12325/

○ Express Scripts

March 2008 - Current
Franklin Lakes, NJ

Work Experience (continued)

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- Created application for managing 70,000+ US retail pharmacy network, contracts life cycles, rules-driven reimbursement rates, and workflows. (\$20mm)
- Created high performance web-based paper-claims processing tool that delivered productivity of desktop-based application. (\$3mm)

Served as UX design owner for order processing are of business during Medco's large-scale business process re-engineering initiative.

- Created vision prototypes for re-imagining future state of order processing and clinical service delivery through unified, rules-driven system. The prototypes served as foundation for other areas of the business tasked with developing their own vision under the BPR umbrella.
- Created enterprise style guide and branding for PEGA-based applications to ensure usability and consistency are maintained when hundreds of outsourced resources are working on projects concurrently.

UI Designer

Served as a lead designer for creating user interface for Medco's order-processing, pharmacy and, clinical applications.

Refactored high-speed Visual Basic-based applications onto the Web environment, while delivering greater productivity.

Interfaced directly with product owners, business analysts, SMEs, users, and developers throughout the life-cycle of all projects.

Co-Founder

Co-Founded a web development firm in New York, building sites and custom content management solutions for clients in finance, entertainment, bio research, and travel sectors.

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○ Medco

Feb 2004 - Feb 2008
Franklin Lakes, NJ

○ Daphnia

Jun 2001 - Feb 2004
New York, NY