

David Donihue

UX/UI Designer

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Profile

For over 20 years, I've worked on the end-to-end design and development of **enterprise applications** used by more than **60,000 people**. These applications provided sales and support to **millions of customers**.

I enjoy working with teams that build products through creative collaboration, placing priority on how those products impact our quality of life.

Experience

Senior UX/UI Designer; Healthfirst, New York, NY Mar 2020 – Present

Working remotely with five teams, I developed over **200 prototypes** for:

- The launch and development of a **healthcare management dashboard** used by multiple teams to review and analyze the personal, medical, and coverage information of more than **1.4 million** Healthfirst members.
- The launch and development of a **healthcare provider collaboration platform** designed to integrate with **EHR systems** to support med adherence and close diagnosis gaps.
- The redesign of a **quality incentive program dashboard** that tracks performance and earnings of healthcare providers.
- The redesign of a **risk adjustment portal** for healthcare claims.

UX/UI Designer; ArtBinder, New York, NY Feb 2020 – Mar 2020

ArtBinder is a leading **inventory management and sales application** for the art market. I provided UX/UI consulting services until the COVID pandemic forced them to abruptly downsize.

Self-employed; New York, NY Dec 2019 – Feb 2020

At the end of 2018, I accepted a buyout offer from Verizon that allowed me to take time off. During this time I led a **Consumer Reports' Digital Privacy**

Workshop, took courses with the **Interaction Design Foundation**, and developed two **WordPress websites**.

Senior UX Designer, Verizon, New York, NY 2004 – Dec 2018

I was responsible for **UX research, design, and documentation** on:

- A **lead list and sales management mobile application** used by Verizon's door-to-door sales agents across the country.
- A **data analytics application** used by managers to guide business decisions and assign sales leads.
- A **workforce management application** used by Verizon's business partners to perform market analysis, assign leads, track sales, and monitor the agents' performance.
- The **customer service application** used in Verizon's call centers across the country to order and modify services, analyze billing and payment histories, resolve disputes, manage payments, and more.

I received **Verizon Spotlight Awards** for this work in 2017 and 2018.

UX / UI Consultant, Verizon; New York, NY 2000 – 2004

As part of a corporate-wide reorganization, I was **design lead** on the **consolidation and redesign of ten departmental sites into a single portal**.

Education New York University, New York, NY – Master of Professional Studies, 1992
Hartford Art School, Hartford, CT – Bachelor of Fine Arts, 1980

Skills End-user contextual inquiry • Stakeholder interviews • Process flows • Information architecture • Content and data analysis • Wireframes • UX writing • Mobile & desktop designs • UX/UI prototypes • Requirements development • Testing • User guides

Software Sketch • InVision • Photoshop • Illustrator • OmniGraffle • Microsoft Office • G Suite • Apple iWork • Jira

References <https://www.linkedin.com/in/david-donihue/> – **Recommendations** section.