

DAVID MELKONIAN

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## SUMMARY

Experienced professional with a proven track record in enterprise software delivery for organizations including Propio Language Services, Blue Cross Blue Shield, United Healthcare, Ford, General Motors, Delta Dental, and HealthCare.gov. Adept in roles such as Delivery Manager, Technical Lead, Accessibility Lead, UX/UI Designer, Developer, and Technical Writer. Skilled in managing global teams, creating accessible solutions, and delivering software that drives measurable business outcomes.

## EXPERIENCE

Principal UX/UI Developer

Propio Language Services

Overland Park, KS

July 2023 – November 2024

Worked on a live video and audio conferencing application that facilitates remote interpretation services

Wrote user stories, researched criteria, wrote acceptance criteria, and refined tickets for sprint backlogs

Collaborated with product owners on innovation and strategic thinking for product feature concepts

Led accessibility efforts, ensuring compliance with ADA/Section 508/WCAG guidelines.

Created style guides, design systems, and prototypes using Angular, Ionic Framework, and Figma.

Built comps and code using human-centered design and HCI principles

Developed and tested OpenAI-powered live transcription features.

Work with marketing to design landing pages and integrate those elements into customer-facing applications

Improved video call app accessibility from 78% to 98%.

Designed EHR integration workflows and assets.

Senior UX/UI Developer

Dewpoint Inc.

Lansing, MI

May 2016 – July 2023

Facilitated stakeholder focus groups to gather requirements and proposed UX strategies.

Led UI/UX teams, established accessibility practices, and ensured WCAG compliance.

Designed Power BI dashboards and developed wireframes, interaction designs, and visual guides.

Delivered custom shopping experiences using Magnolia CMS and converted Sketch files to Angular comps.

Manager of Application Delivery

Meridian Health Plan

Detroit, MI

June 2015 – May 2016

Managed a 20-person web team across multiple projects.

Introduced and scaled UX discipline within the company.

Directed creative strategies for web and mobile applications.

Implemented Agile Scrum framework and guided strategic IT decisions.

Software Development Manager

Optum/United Healthcare Group

Southfield, MI

October 2011 – June 2015

Consulted on HealthCare.gov, identifying key usability and compliance issues.

Built responsive design frameworks and led accessibility training initiatives.

Managed 30 team members across global locations, creating and staffing dev teams in multiple countries.

Senior Application Developer

Blue Cross Blue Shield of Michigan

Detroit, MI

August 2005 – October 2011

Created award-winning websites and streaming platforms.

Built dynamic websites using ColdFusion and interactive training guides.

Technical Writer

Ford Motor Company

Dearborn, MI

August 1999 – August 2005

Developed web-based training guides and maintained prototype software documentation.

Technical Writer / Project Manager

EDS

Troy, MI

May 1998 – August 1999

Planned work for engineering groups and wrote XML-based service manuals.

## EDUCATION

Bachelor of Arts English

Oakland University | Rochester, MI

## CERTIFICATIONS

Certified ScrumMaster® (Scrum Alliance)

Certified Usability Analyst (Human Factors International)

ITIL Foundation Certificate in IT Service Management

## INDEPENDENT PROJECTS

UX/UI Designer/Developer

TranspareX Corp (Cuvërd Application)

August 2020 – December 2020

Built functional prototypes using Proto.io and translated concepts to HTML/CSS/JS.

Collaborated with stakeholders to create a standout user experience.