

## IRIS MACE

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### EXPERIENCE

#### Project-Based UI Designer at Sonora Quest Laboratories

Phoenix, AZ | 04/2022 – Present

- Redesigned the patient experience kiosk through wireframing and prototyping with Adobe XD introducing a simplified user flow for scheduled patients.
- Assisted with a focus group to conduct usability testing and obtain user feedback.
- Redesigned a user flow for the laboratory's test-in-question process using Figma.
- Collaborated with stakeholders and the engineering team on a proof-of-concept for a digital front door product.
- Redesigned an email notification message for the IT Helpdesk's ticketing tool.
- Collaborated with end users, stakeholders, project management, marketing and the engineering team on projects to ensure design vision and business needs were met.

#### Executive Assistant at Sonora Quest Laboratories

Phoenix, AZ | 07/2018 – Present

- Provided executive-level support to the Chief Information Officer and the Vice President of Supply Chain Management which included managing calendars, coordinating travel arrangements, event planning, strategic planning and budget planning.
- Managed information flow via telephone, email, collaborative software and coordination of company meetings and events. Used advanced computer skills to develop presentations and design documentation.

#### Administrative Assistant at Maryland Insurance Administration

Baltimore, MD | 11/2012 – 11/2017

- Provided administrative support to the Director of the Property and Casualty Complaints Unit.
- Managed the Administration's hearing process which included preparation of correspondence; dockets, drafting decisions; reserving the hearing room; communicating with attorneys, complainants and court systems; proofreading, scanning, and redacting complaint files.
- Trained 30+ employees in Google Applications, Microsoft Applications and Adobe Acrobat.
- Served as the Point-of-Contact for consumers and insurance companies.

#### Agency Receptionist at Maryland Insurance Administration

Baltimore, MD | 10/2011 – 11/2012

- Managed a multi-line phone system by screening and transferring calls to the appropriate locations.
- Performed data entry and payment reconciliation for the Premium Tax unit.
- Utilized state databases to retrieve information on companies and update information for hearings
- Performed a variety of administrative tasks including filing, photocopying and mailing correspondence.

### SKILLS

- Technical: Figma, Adobe: XD, Photoshop, Illustrator, InDesign
- Design: User Research, User Flow, Wireframing, Prototyping, Usability Testing, Responsive Web Design, Mobile App Design, Design for Accessibility

### EDUCATION

Associate of Arts Degree in Fine Arts - Graphic Design at Anne Arundel Community College

Arnold, MD | 2011

CareerFoundry UI Design Certificate

Phoenix, AZ | 2024