

# Jackie Liu

graphic designer



## Skills

Adobe InDesign  
Adobe Illustrator  
Adobe Photoshop  
Microsoft Office Suite  
Tableau

## Education


### UC BERKELEY EXTENSION


Professional Program in  
Graphic Design  
Berkeley, CA  
December 2022

### UNIVERSITY OF MICHIGAN

Bachelor of Science in Neuroscience  
Ann Arbor, MI  
May 2014

 jackieliudesigns.com

 California, USA

 jackieliu10@gmail.com

I'm a graphic designer with 8+ years in the healthcare industry and 5+ years building digital solutions. I have a strong attention to detail, passion for designing solutions tailored to the target audience, and experience working across multiple teams.

## Work Experience

### SUTTER HEALTH CENTER FOR HEALTH SYSTEMS RESEARCH

Health Care Solutions Analyst  
May 2017 - Present / Walnut Creek, CA

- Designed web app and mobile app mockups, wireframes, and user training materials, including postcards and brochures that will be used by over 100+ clinicians and patients.
- Perform data analysis to generate usage dashboards on a weekly basis for Sutter Health directors.
- Day to day product owner for multiple research pilot web and mobile applications, including a web app (neuroSHARE) used in 3 clinics by 5 health care professionals and over 200 patients.
- Lead development of standard documentation and protocols for specifications, data dictionaries, test plans, and other design and testing documentation needs.

### MERIDIANRX

Formulary Analyst  
March 2015 - April 2017 / Detroit, MI

- Managed over 50 client formularies, which included performing routine updates to align with industry standards, handling client requests, running cost analysis, and troubleshooting issues.
- Initiated and implemented a new manager approval process that reduced the timeframe for approving client changes to consistently meet client deadlines.
- Converted ad hoc client change process to a visible update schedule, adjusting for scalability with growing client list and increasing reporting efficiency by 50%.

### UNIVERSITY OF MICHIGAN HEALTH SYSTEM

Epic Go-Live Support Intern  
May 2014 - August 2014 / Ann Arbor, MI

- Assisted health care professionals with new user workflows during the implementation of a new electronic medical record system.
- Resolved user issues and escalated more complex bugs and improvement requests to the appropriate staff.