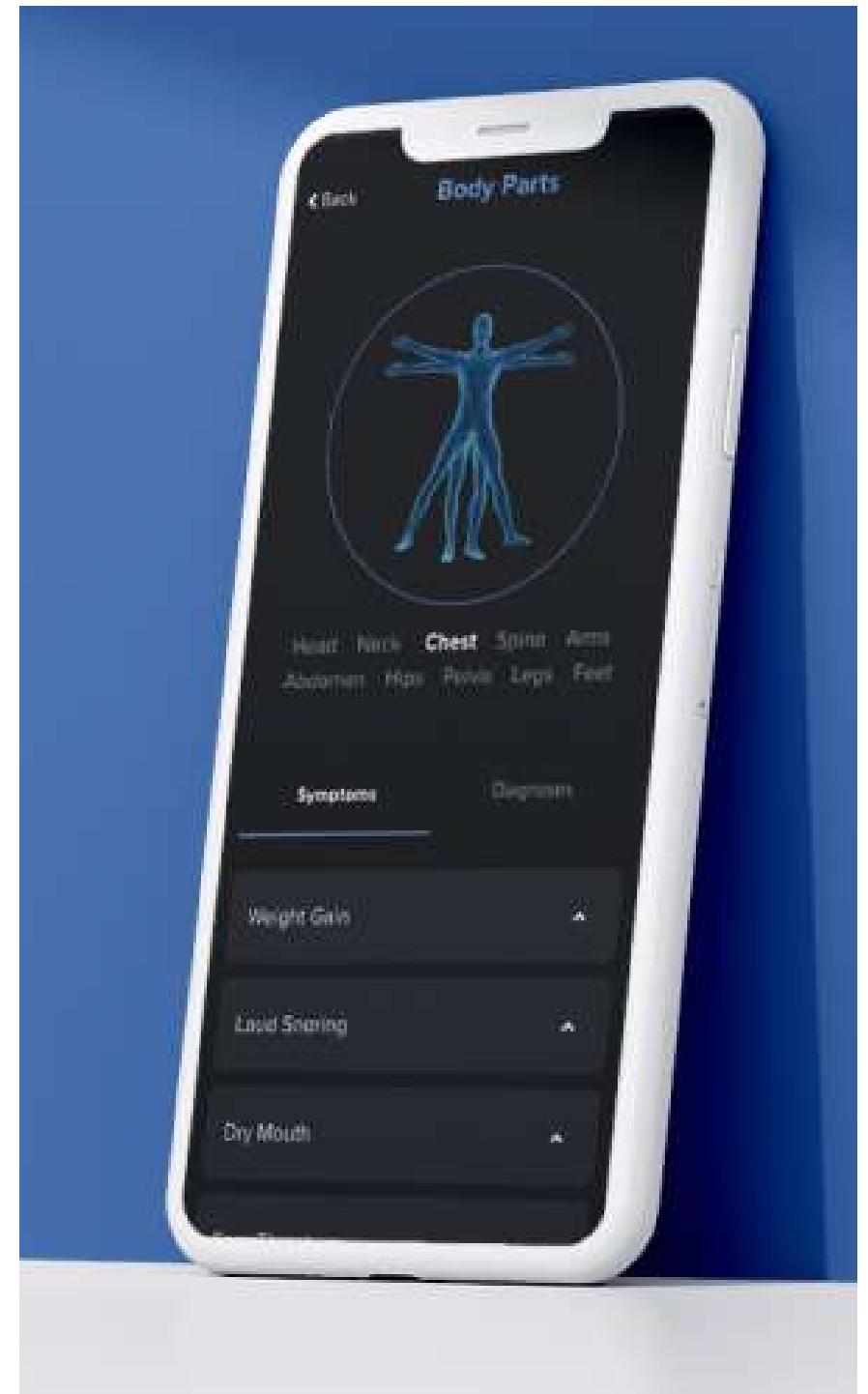


# James Rountree

I am a Product Designer and Developer passionate about solving complex user experience challenges.

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LinkedIn@James-Rountree  
James.D.Rountree@Gmail.com  
352 328 6777



# Da Vinci

U.S military veterans need help obtaining monetary compensation for disabilities sustained from their war efforts. In hopes to create an effective solution for this problem, we created Da Vinci: a scalable web based platform intended to help Veterans obtain the medical benefits they deserve in the shortest period of time.

The following case study was assembled by myself and my teammate, Hugo Ramos

His work can be seen at [hugoramos.co](http://hugoramos.co)



# Challenges and Goals

## UX Challenge

Some of the medical questionnaires clients must fill out can be hundreds of questions long. One of the biggest challenges is breaking up the long monotonous forms with medical terms. Another significant challenge is creating a central hub where clients can check and intuitively update disabilities for further service connections.

## UX Goals

Translate and display complex medical terms into laymens terms so its easier for users to comprehend having no medical background. Create a concise and easy to comprehend summary of potential connected disabilities that users can use for reference in filing for future benefits.

## Responsive First

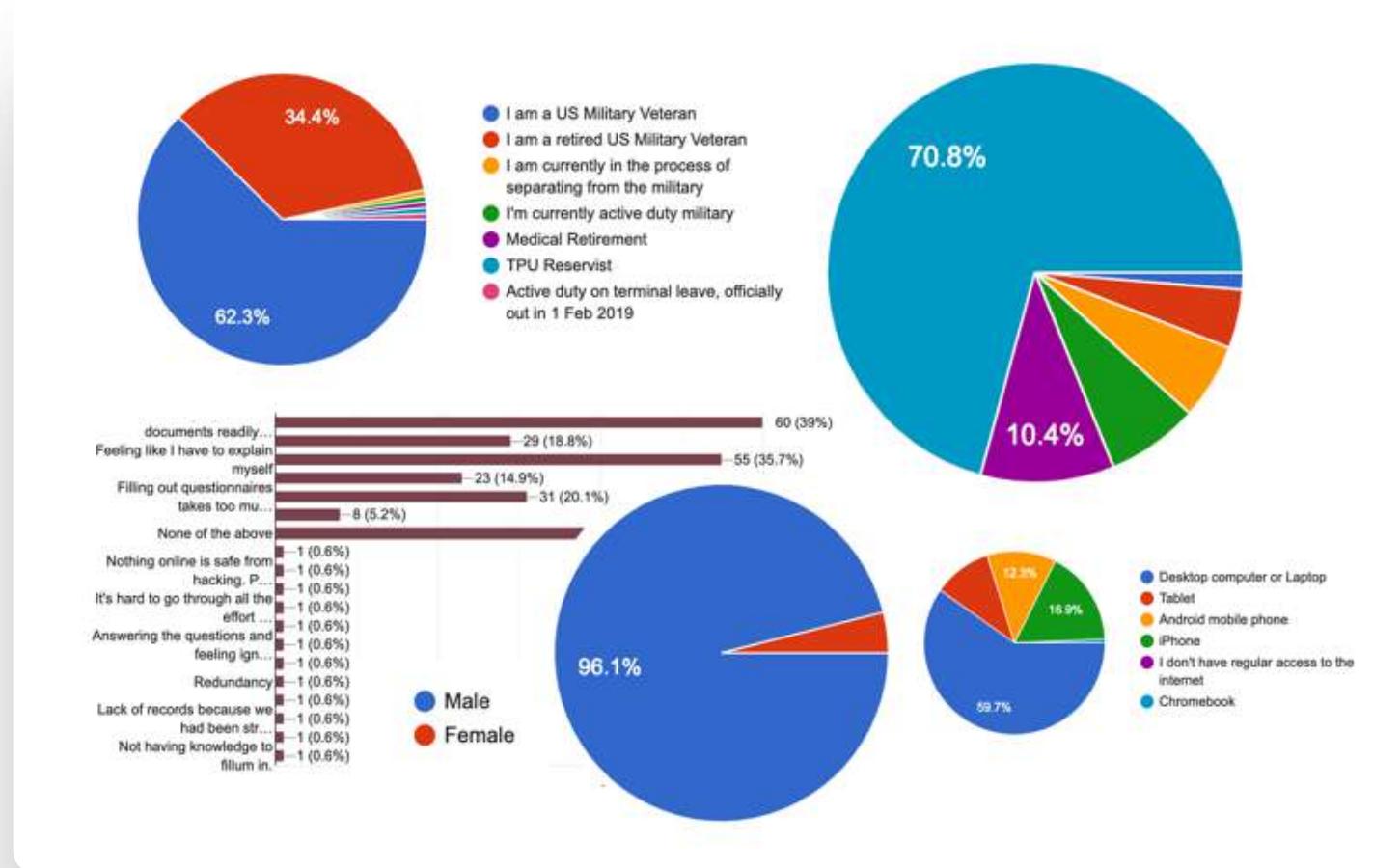
When meeting with product owners one core feature was for veterans to have full function support on mobile devices. From the initial wireframes we began designing with the responsive first approach, accounting for screen sizes everything from an iPhone 5 all the way up to a full television.

The screenshot shows a dark-themed mobile application interface. At the top, the title "Da Vinci > Current Ratings" is displayed. Below the title, there is a navigation bar with three items: "My Dashboard", "Medications >", and "My Account". The main content area has a header with "Disability", "Rating", and "Date" (which is underlined, indicating it is the active tab). A sub-header asks "What is the effective date of". Below this is a text input field containing "12 / 21 / 2014" and a blue "Submit" button. To the right of the input field is a progress bar consisting of a blue segment followed by a series of small white squares. On the far right, there is a table titled "Current Ratings" with columns for "Disability", "Rating", and "Effective Date". The table lists four entries:

Disability	Rating	Effective Date
Plantar Fascitis	100%	01 / 22 / 1992
Pes Planus	40%	01 / 03 / 1992
Gastroesoph...	80%	08 / 01 / 1990
Erectile Dysf...	20%	08 / 01 / 1990

# Research

To learn more about our user base, we sent out a brief survey to gather qualitative and quantitative data to help form the basis of our design process. We obtained 154 responses from US military veterans and received key insights that would help us understand the problem from the user's perspective.



# User Empathy

Based on our research, we decided to create user personas to form a deeper understanding of our user-base in order to meet their specific needs. Predicated upon demographics, personality type, and other psychographic information, we came up with three archetypes that met the criteria of the user we're designing for.



## Vietnam Vince

Retired US Veteran

**"I'm at least keyboard literate, so I rather deal with a live person than a computer screen."**

**Gender:** Male

**Age:** 55

**Military Status:** Retired Veteran

### Patient Conditions:

- High Blood Pressure, Depression, PTSD, Diabetes (Agent Orange Exposure)

### VA Services Utilized:

- My HealtheVet: secure messaging, Rx refill, blue button, lab results
- Peer Counseling Services
- Smoking cessation services
- Treatment for Diabetes from Agent Orange Exposure

### Characteristics:

- Cautious, Opinionated, Loyal, and Skeptical

### Desires:

- I want to be in control of my medications
- Make sure someone responds to me (Secure messaging and appointments)
- Let me see all of my health records

### Closest Relationships:

- Grand children
- Other Veterans

### Technology Devices:

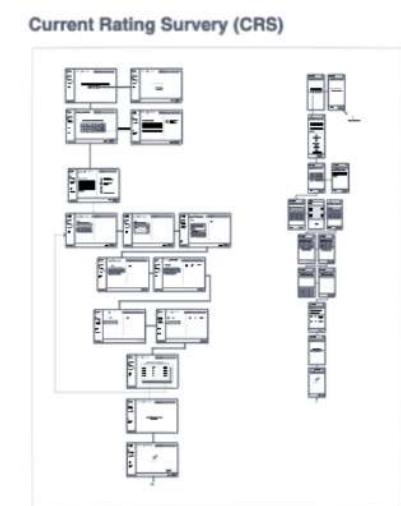
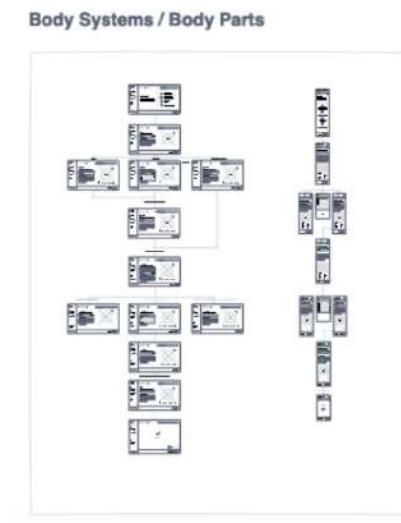
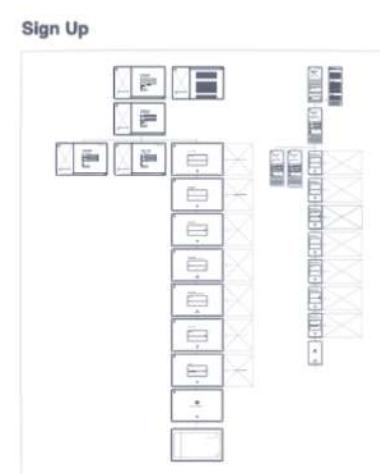
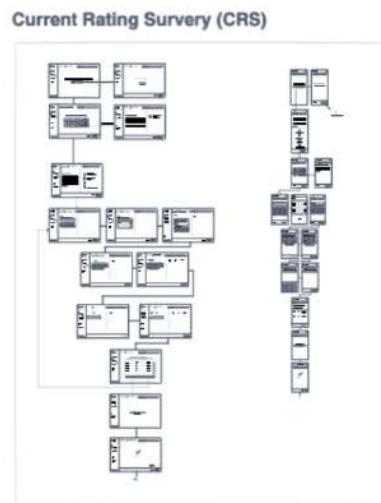
- iPhone5 (Smartphone)
- PC (Home Desktop)
- Landline

### Technology Pain Points:

- Don't feel that apps and websites are secure
- Problems with sign in
- Too much information on VA websites

# Quick Concept

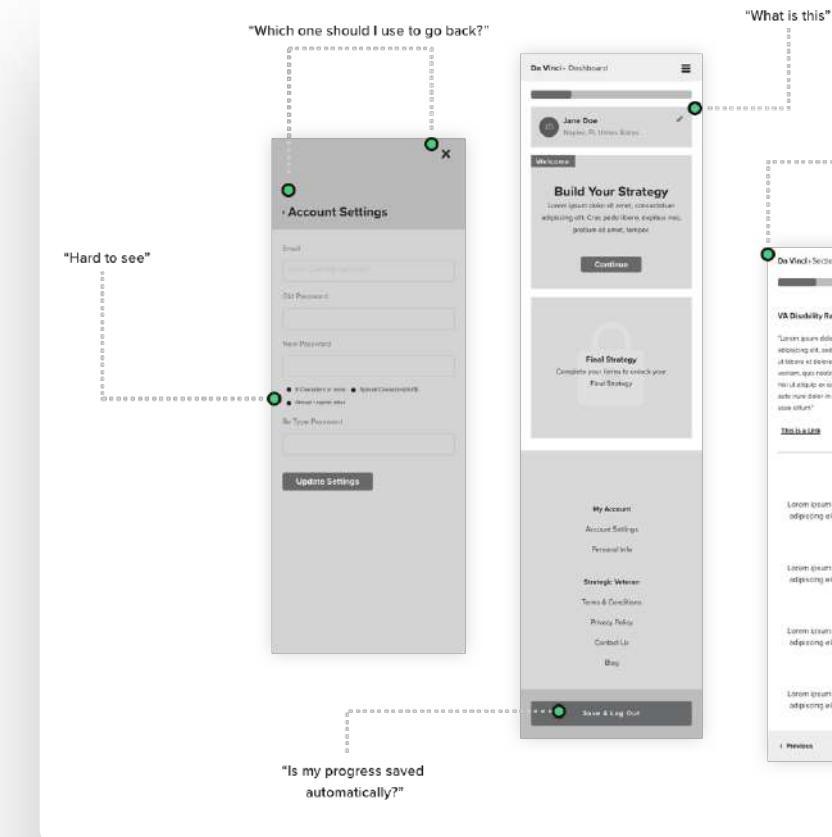
We began creating the general layout of the application based on specific requirements and must-haves that were imperative for the first version of Da Vinci. We collaborated on Invision's Freehand for the first round of concept iterations and made sure to follow Usability and human design centered principles and best practices along the way.

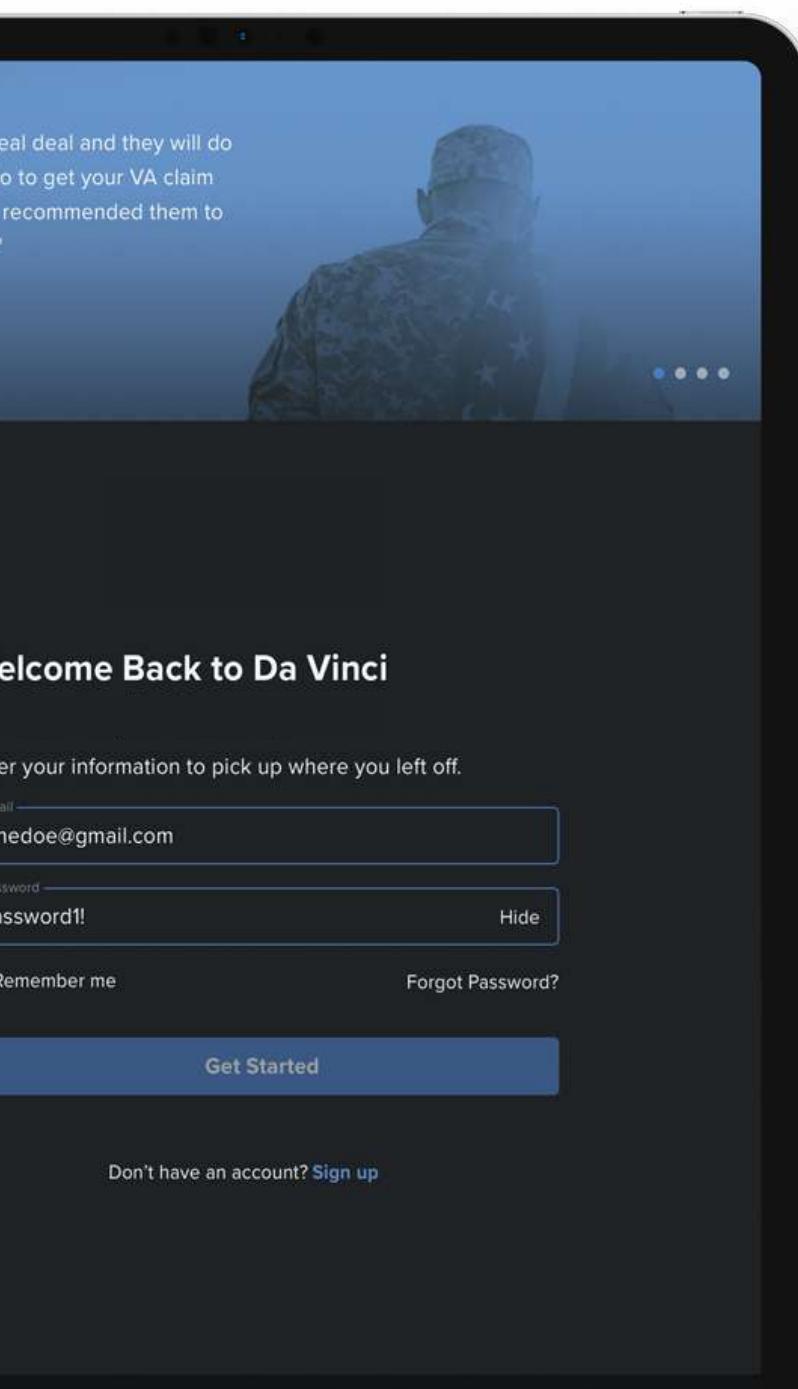


# Renovation

After ensuring the low-fidelity wireframes met all user and product requirements and scenarios, we converted our initial concept drawings into medium resolution wireframes in preparation for our first usability test.

In following a strict agile process, we made all necessary changes before committing time and energy into adding styles, icons and visual elements to the application. However, we did create symbols out of the elements that were validated from our testing sessions, so when we were ready to move into styling it was done globally, saving us a great deal of time and energy.





## Outcome

After creating a high resolution prototype using Sketch and Flinto, we conducted in depth usability tests to further improve the application. It was imperative for us to gain feedback from stakeholders, customer service and sales representatives, and other key personnel within our organization that have hands on experience helping military veterans every day. This was to ensure that every feature made sense and adhered to and/or improved upon the processes that is followed on a daily basis while helping military veterans get the disability compensation they deserve.

# Proprietary Algorithm

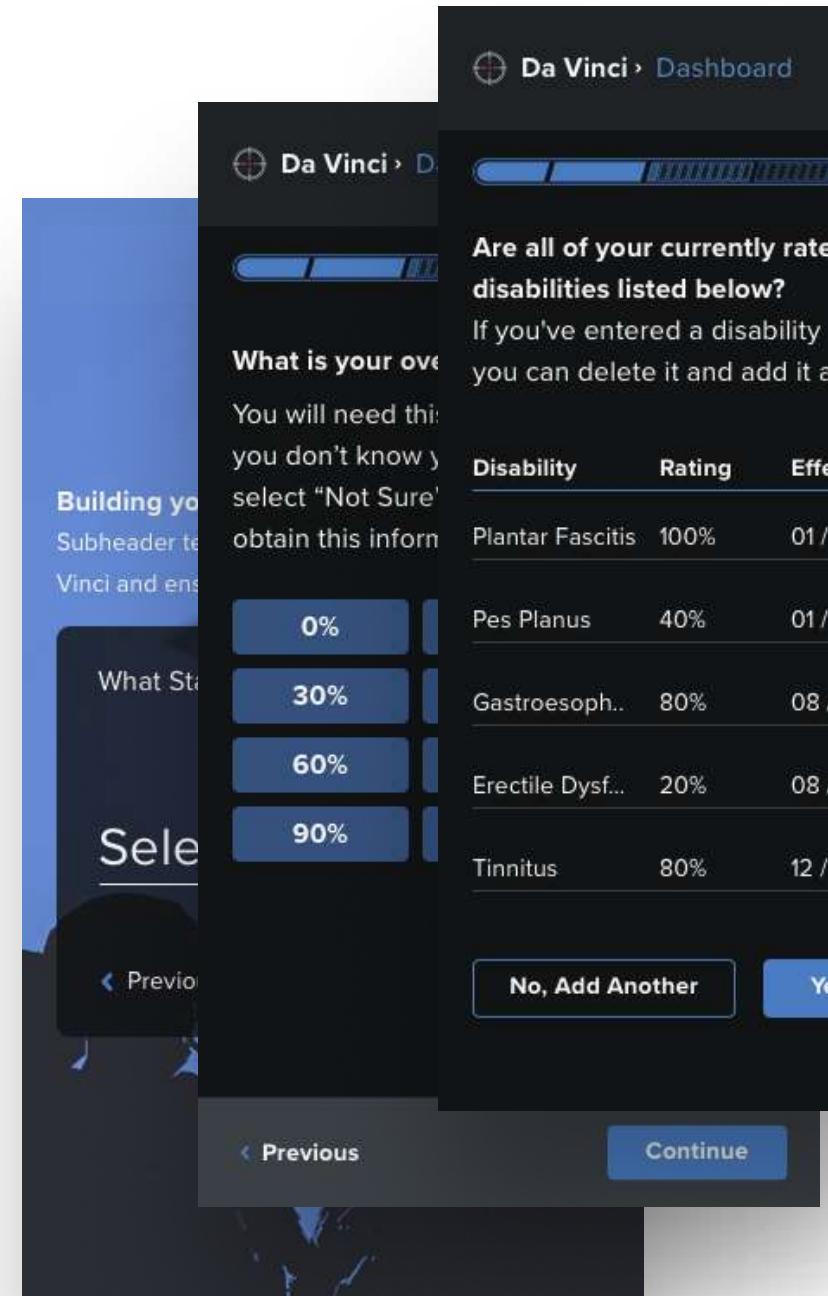
Our proprietary algorithm allows us to help more veterans by simplifying and speeding up the discovery process in a scalable way.

# Easy to use Questionnaire

Our intuitive questionnaire simplifies the process for the user by auto generating the top 10 most common answers.

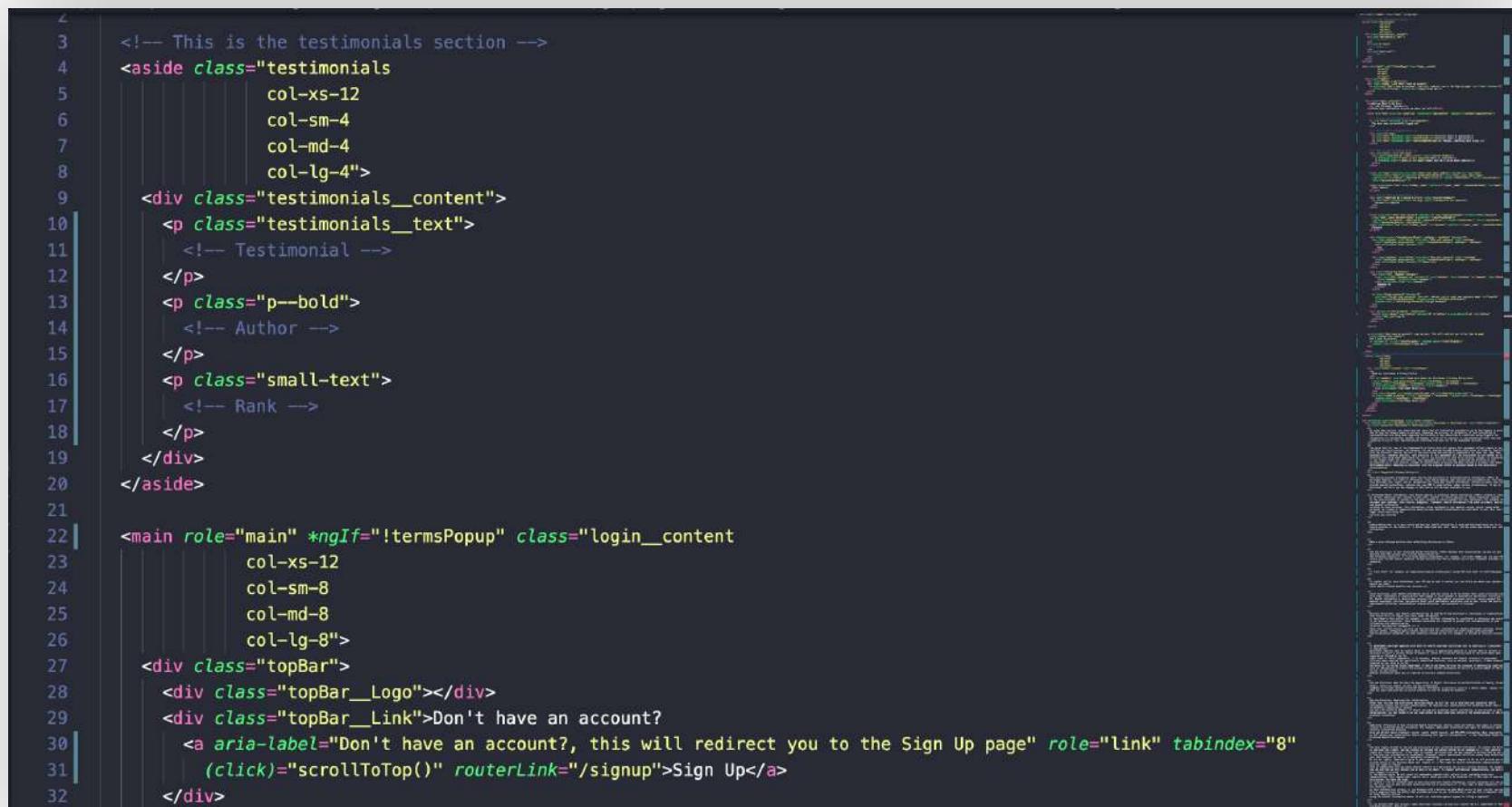
# Generate Final Report

After receiving input from users, our application synthesizes all the data and automatically generates a report of potential ratings that can be downloaded as a PDF.



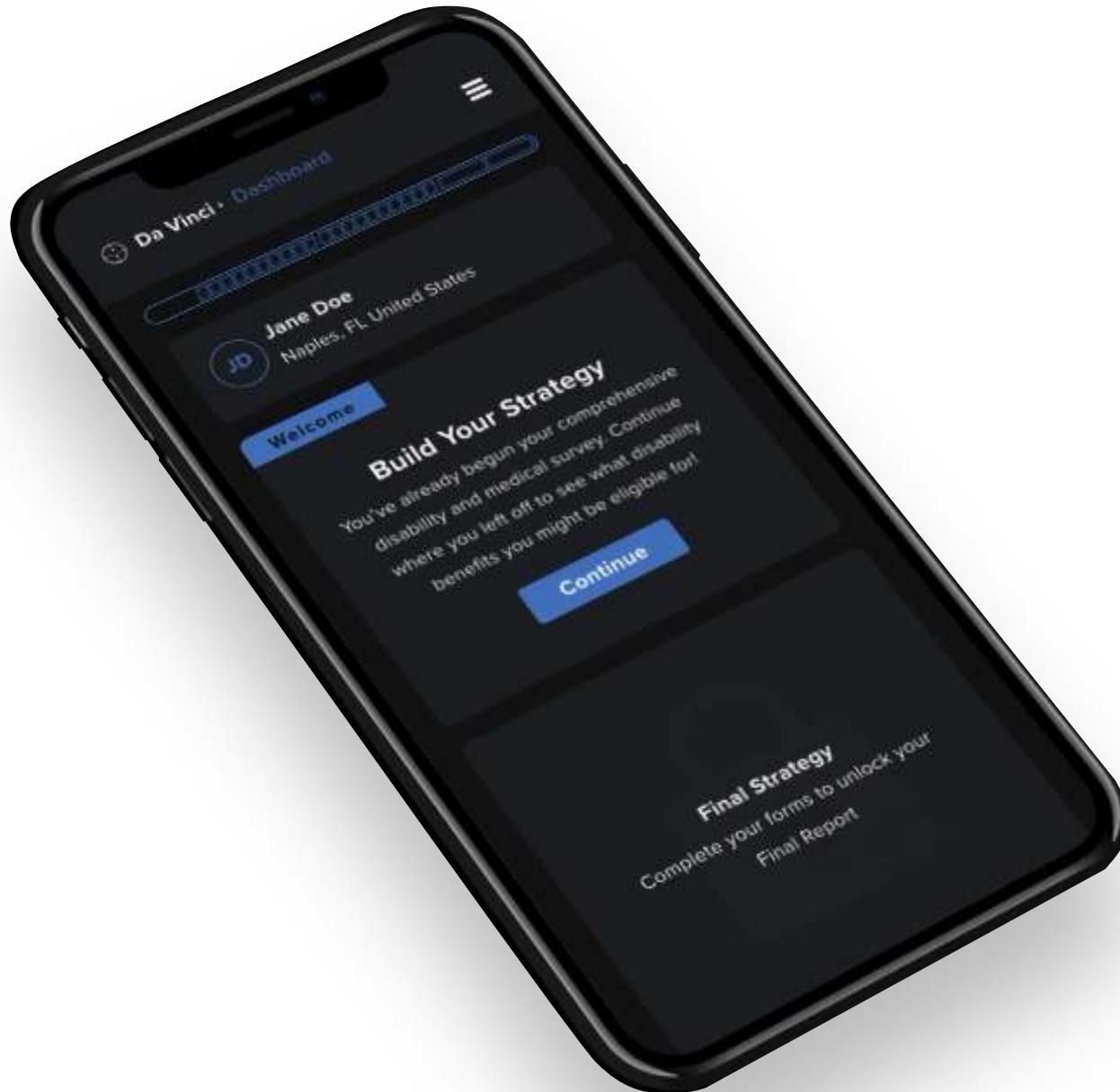
# Development

We began development after extensive user testing via clickable prototypes. Utilizing Angular Cli 6 and using separate components we were able to independently work on parts of the application without overriding each others styling and functions. With global styling files in SCSS we were able to use variables and Mixins so that we were not recreating styling and classes that might appear in multiple parts of the application already written by our team. It made development faster and the front end styling more consistent, it was incredibly beneficial because we never had to rewrite visual components.



A screenshot of a code editor displaying a portion of an Angular component's template file. The code is written in HTML and includes some SCSS-like styling. The editor has a dark theme with syntax highlighting. The code is numbered from 1 to 32. The visible code includes a testimonial section and a login section.

```
2
3  <!-- This is the testimonials section -->
4  <aside class="testimonials"
5      col-xs-12
6      col-sm-4
7      col-md-4
8      col-lg-4">
9      <div class="testimonials__content">
10     <p class="testimonials__text">
11         <!-- Testimonial -->
12     </p>
13     <p class="p--bold">
14         <!-- Author -->
15     </p>
16     <p class="small-text">
17         <!-- Rank -->
18     </p>
19   </div>
20 </aside>
21
22 <main role="main" *ngIf="!termsPopup" class="login__content"
23     col-xs-12
24     col-sm-8
25     col-md-8
26     col-lg-8">
27   <div class="topBar">
28     <div class="topBar__Logo"></div>
29     <div class="topBar__Link">Don't have an account?
30     <a aria-label="Don't have an account?, this will redirect you to the Sign Up page" role="link" tabindex="8"
31         (click)="scrollToTop()" routerLink="/signup">Sign Up</a>
32   </div>
```



# Conclusion

After the initial release, we will continue researching and testing to get more feedback and learn more on how we can create the most optimal experience for our users.

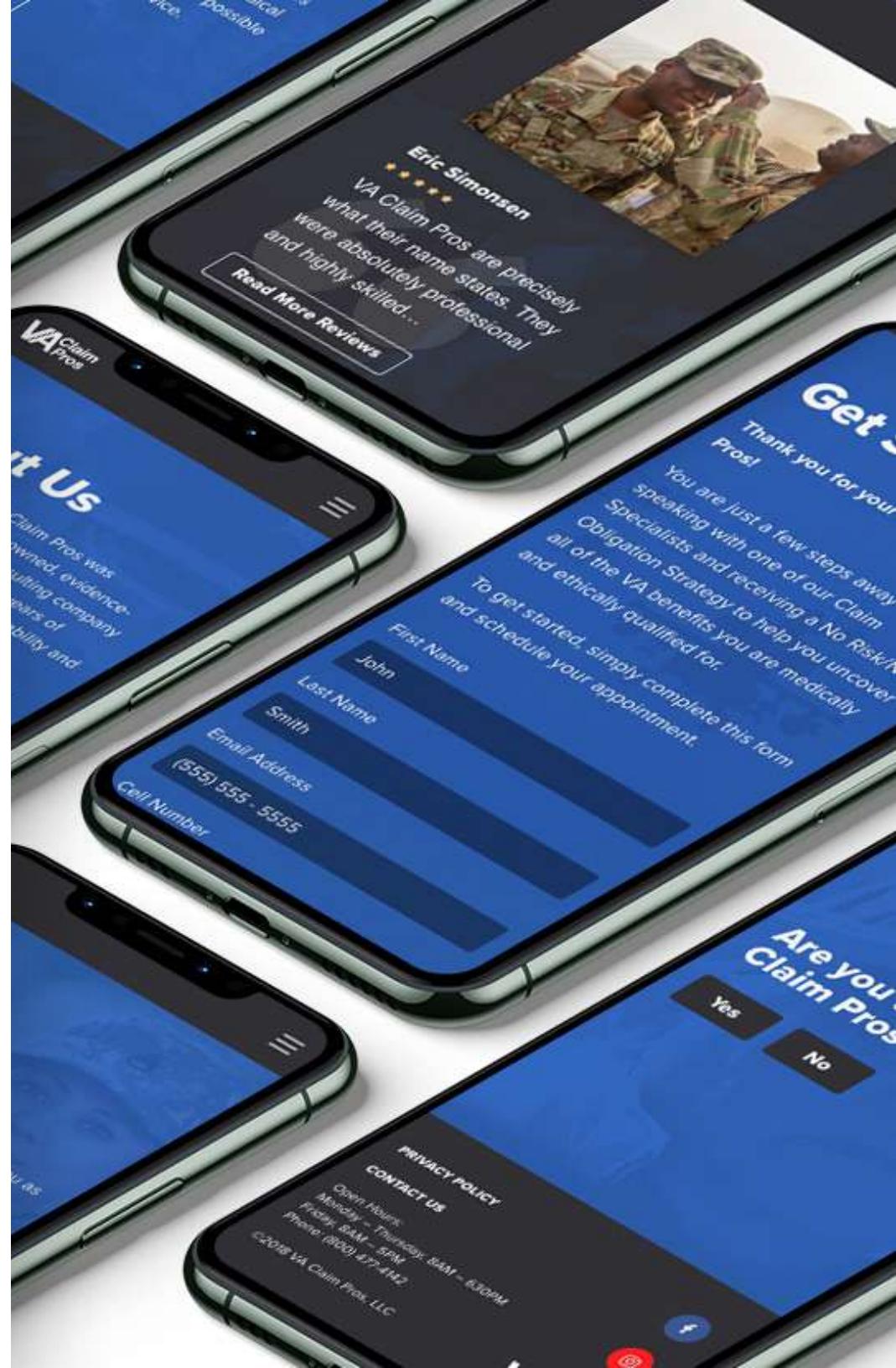
# VACP

VA Claim Pros serves United States military veterans by providing them with professional medical disability consultation services. The purpose of this site is to serve as a landing page for potential clients and existing clients to learn more about the company and set appointments to meet with a VACP representative.

The following case study was assembled by myself and my teammate, Hugo Ramos

His work can be seen at [hugoramos.co](http://hugoramos.co)

Project descriptions, proprietary information, and business assets have been redacted or altered to protect company privacy.



# Process

## ○ 1. Research

Industry Research  
User Research

## ○ 2. Iteration

Rapid Prototyping  
High fidelity

## ○ 3. Testing

Accessibility  
Usability Testing

## ○ 4. Validation

User Testing  
KPI's

# Problem Statement

"Veterans need help obtaining the medical disability benefits they were promised, however they feel misled and ignored. They need a reliable, responsive resource to help them achieve their goals."

# Project Duration

From initial scope meeting to final product was six agile sprints in total(3 months). User acceptance testing continued for two additional weeks.

# Team

**Hugo Ramos**

Product Designer

**Andrew Nicholl**

Sr. Product Designer

**James Rountree**

Product Designer

**Luke Pate**

Lead Software Engineer

**Tory Minars**

Project Manager

**Lane Holcombe**

Sr. Software Engineer

# User Journey Diagram

User journey diagrams allow us to be more empathetic while designing for our user because we have a better understanding of the specific frustrations and any pain points they may go through before they discover our product and provides us with more awareness of frustrations that may potentially arise in the future.

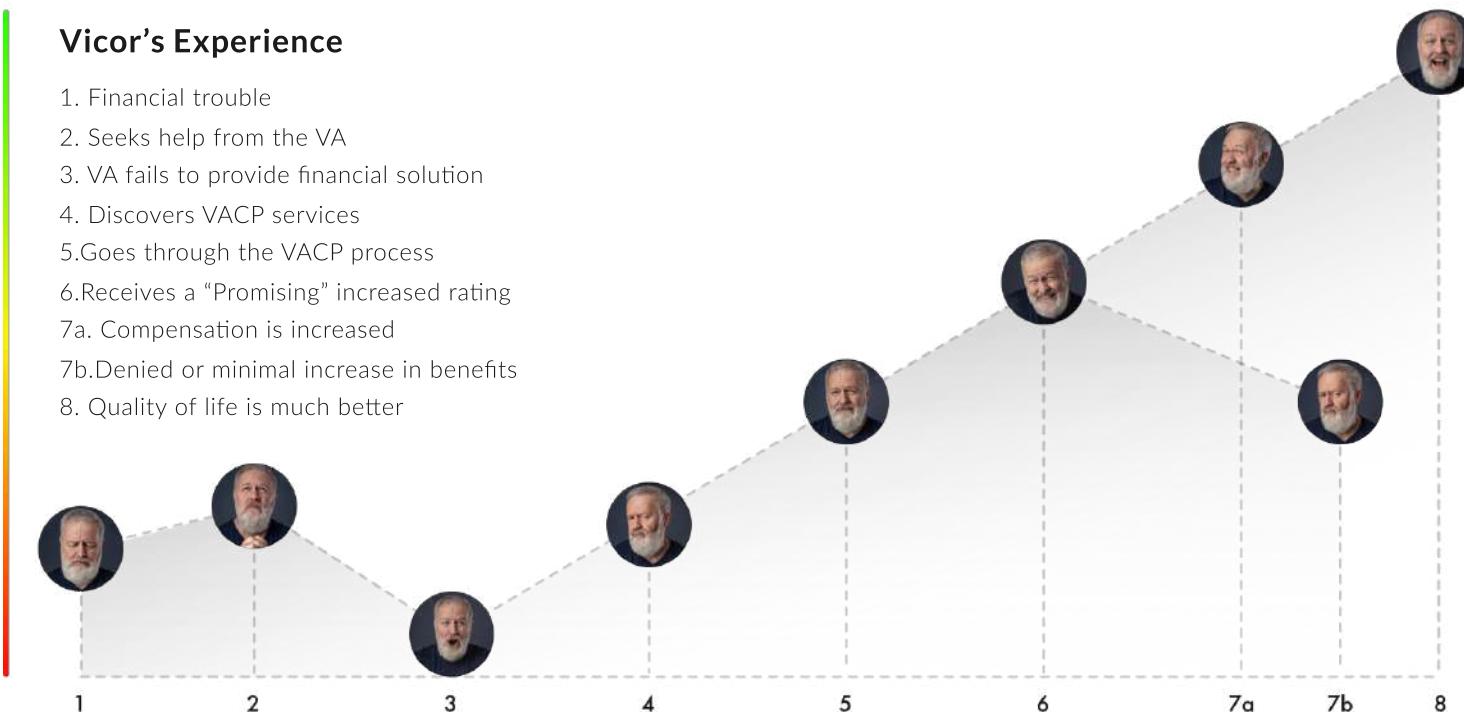


## Goals and Expectations

Victor's primary goal is to increase his income so he can take care of himself and his family after his service. He expects to receive the help a veteran who has served their country deserves.

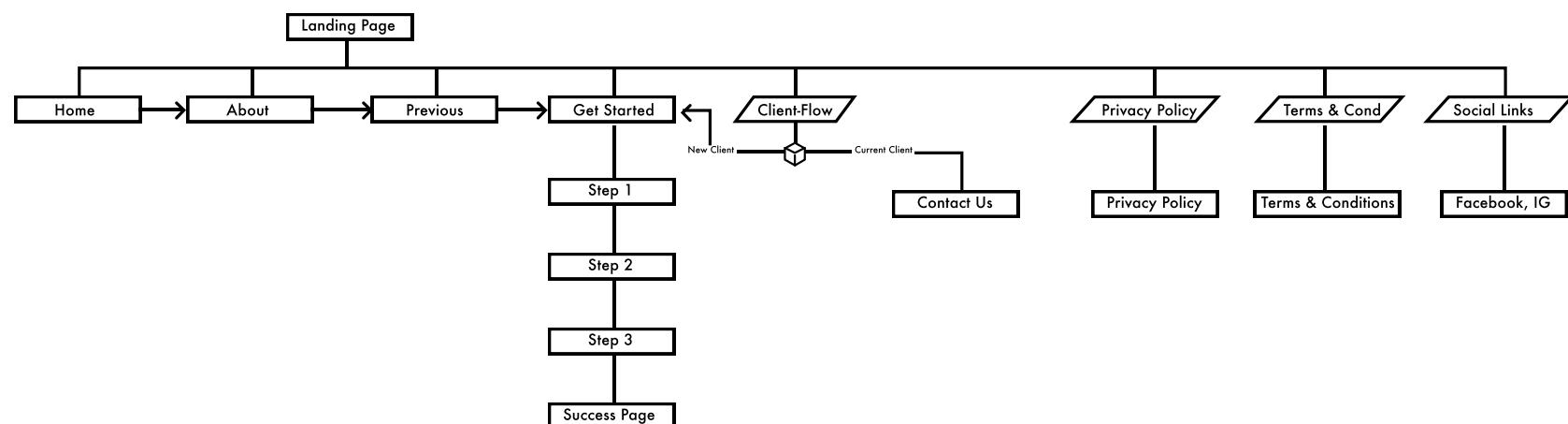
## Victor's Experience

1. Financial trouble
2. Seeks help from the VA
3. VA fails to provide financial solution
4. Discovers VACP services
5. Goes through the VACP process
6. Receives a "Promising" increased rating
- 7a. Compensation is increased
- 7b. Denied or minimal increase in benefits
8. Quality of life is much better



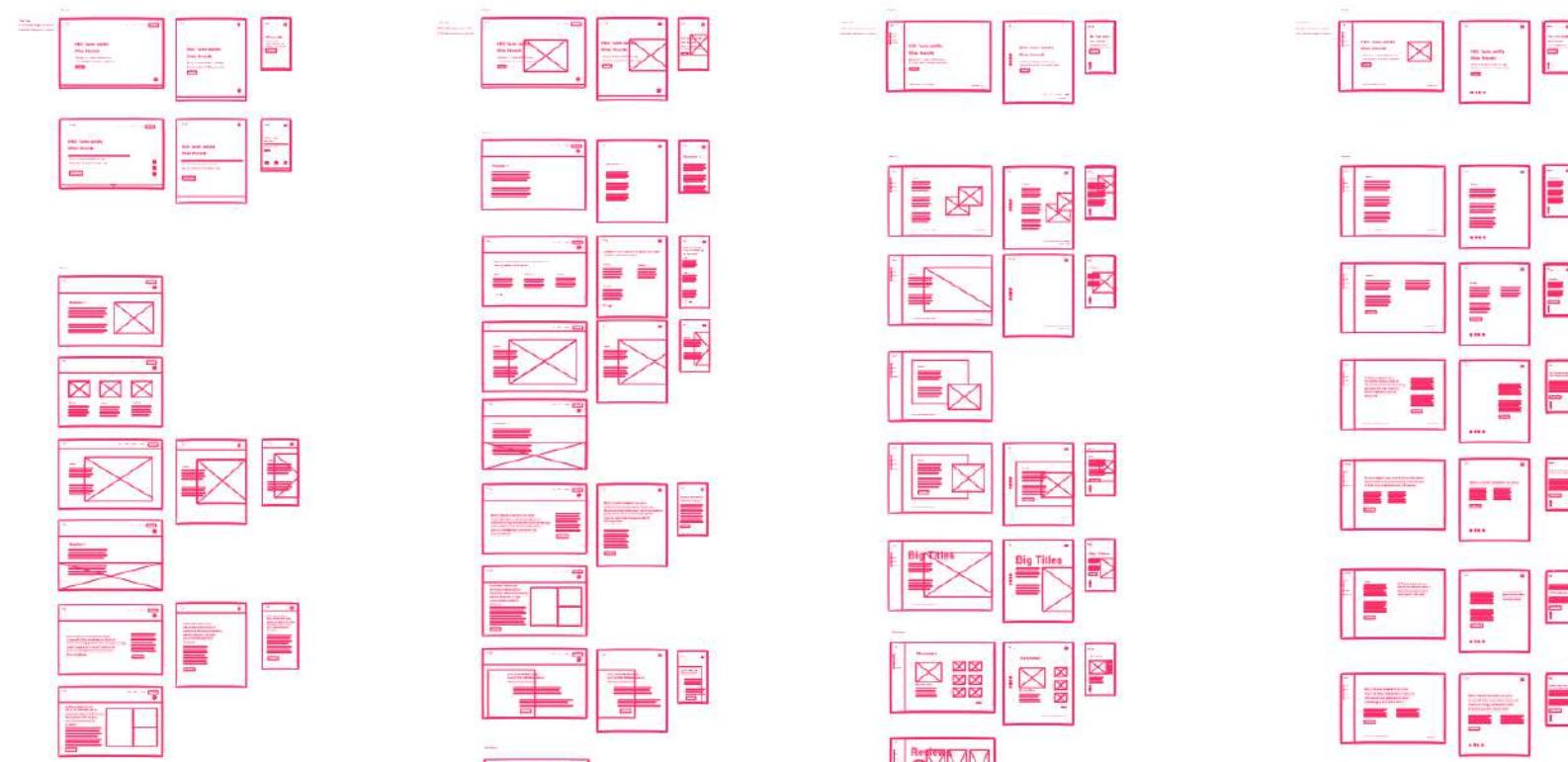
# Site Structure

Before our brainstorming session, we decided to map out a simple site structure highlighting the intended user flow. This flow would allow the user to get acquainted and comfortable with the company and schedule an appointment with a representative.



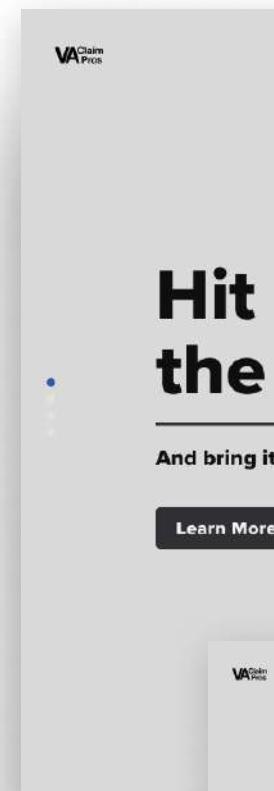
# Quick Concept

After laying out the site structure, we decided to immediately begin iterating several design alternatives. We then regrouped to decide which layout would work best for the desired outcome from both a user and business perspective. Although there were many changes in our approach, this prototyping session was helpful in allowing us to explore all possible ideas in order to determine the most viable option.



# Renovation

Before we started this project, we knew there were certain components that needed to be created based on stakeholder requirements. After creating them, as a team we agreed upon which low-fidelity wireframes would work best, then we started converting them into medium resolution. In order to save time and energy we created symbols out of all individual components in Sketch and linked them to a separate style guide which we could update to effect all components in the future, increasing speed in any overall changes that may arise.

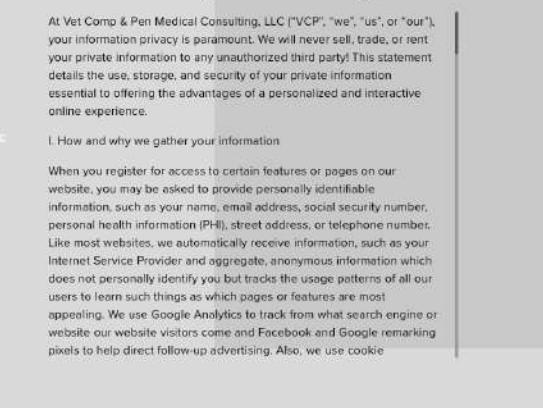


VA  
Claim  
Pros

## Hit 'em with the hook

And bring it on home with the tagline

[Learn More](#)



Home About

## Privacy Policy

At Vet Comp & Pen Medical Consulting, LLC ("VCP"; "we", "us", or "our"), your information privacy is paramount. We will never sell, trade, or rent your private information to any unauthorized third party! This statement details the use, storage, and security of your private information essential to offering the advantages of a personalized and interactive online experience.

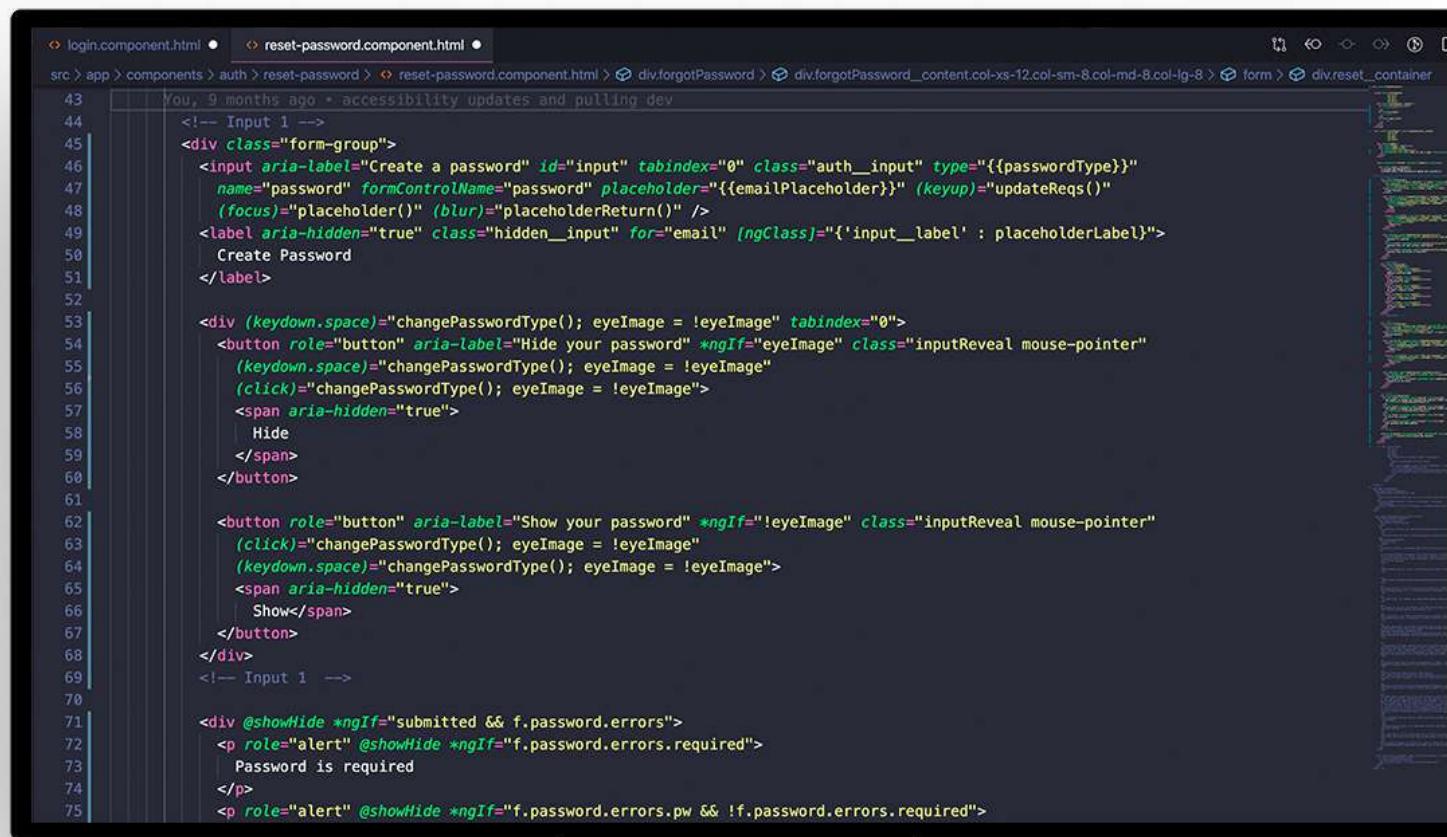
[Back](#)

I. How and why we gather your information

When you register for access to certain features or pages on our website, you may be asked to provide personally identifiable information, such as your name, email address, social security number, personal health information (PHI), street address, or telephone number. Like most websites, we automatically receive information, such as your Internet Service Provider and aggregate, anonymous information which does not personally identify you but tracks the usage patterns of all our users to learn such things as which pages or features are most appealing. We use Google Analytics to track from what search engine or website our website visitors come and Facebook and Google remarketing pixels to help direct follow-up advertising. Also, we use cookie

# Development

Before our brainstorming session, we decided to map out a simple site structure highlighting the intended user flow. This flow would allow the user to get acquainted with the company and schedule an appointment with a representative. We worked as a team to generate a rapid prototype in Angular 6.



The screenshot shows a code editor with a dark theme, displaying a component named `reset-password.component.html`. The code is written in Angular template syntax (HTML with Angular directives like `ngIf`, `ngClass`, and `aria-label`). The component contains a form group for a password input, with logic for password visibility and validation. The code includes comments and line numbers from 43 to 75. The file path in the top bar is `src/app/components/auth/reset-password/reset-password.component.html`.

```
43 You, 9 months ago * accessibility updates and pulling dev
44 <!-- Input 1 -->
45 <div class="form-group">
46   <input aria-label="Create a password" id="input" tabindex="0" class="auth_input" type="{{passwordType}}"
47     name="password" formControlName="password" placeholder="{{emailPlaceholder}}"
48     (focus)="placeholder()"
49     (blur)="placeholderReturn()"/>
50   <label aria-hidden="true" class="hidden_input" for="email" [ngClass]="'input_label' : placeholderLabel">
51     Create Password
52   </label>
53
54   <div (keydown.space)="changePasswordType(); eyeImage = !eyeImage" tabindex="0">
55     <button role="button" aria-label="Hide your password" *ngIf="eyeImage" class="inputReveal mouse-pointer"
56       (keydown.space)="changePasswordType(); eyeImage = !eyeImage"
57       (click)="changePasswordType(); eyeImage = !eyeImage">
58       <span aria-hidden="true">
59         Hide
60       </span>
61     </button>
62
63     <button role="button" aria-label="Show your password" *ngIf="!eyeImage" class="inputReveal mouse-pointer"
64       (click)="changePasswordType(); eyeImage = !eyeImage"
65       (keydown.space)="changePasswordType(); eyeImage = !eyeImage">
66       <span aria-hidden="true">
67         Show</span>
68     </button>
69   </div>
70   <!-- Input 1 -->
71
72   <div @showHide *ngIf="submitted && f.password.errors">
73     <p role="alert" @showHide *ngIf="f.password.errors.required">
74       Password is required
75     </p>
76     <p role="alert" @showHide *ngIf="f.password.errors.pw && !f.password.errors.required">
```

# User Testing

We decided to conduct user testing sessions at almost every step in our process from low to high res to validate our design decisions. In each session, we realized that there were many opportunities to improve the experience for the user. After organizing all feedback into a Trello board from user testing, we prioritized all of the changes to be made and implemented them into the each version of our designs while adhering to stakeholder requirements.

The diagram illustrates a user flow through four different web pages, connected by dashed lines indicating the progression of a user's journey. Each page is accompanied by a user quote in a callout box.

- Contact Us Page:** A blue-themed page with fields for Name, Phone Number, Email, and Message. A user quote says: "Add a phone number to the contact page to allow users to call the office directly."
- Privacy Policy Page:** A blue-themed page with detailed text about privacy. A user quote says: "There should be a link to the privacy policy page so users can be more informed."
- Turnaround Time Page:** A blue-themed page with a question: "I expect to receive a turn around time for when someone should reach back to me." A user quote says: "It's frustrating that the contact page takes me here first."
- Client Status Page:** A blue-themed page with a question: "Are you a current VA Claim Pros client?" A user quote is present but not clearly legible.

# Home Page

US Military Veterans appreciate doing business with established companies they can trust and believe in. The about page was designed to build rapport and credibility with the user base.

# Our Process

In hopes to increase disability benefits for US Military Veterans on a wide scale, the site is designed to take users through a flow that leads them into scheduling an appointment with one of our representatives in a scalable format. Current clients have the ability to reach out directly to client support which reinforces user support and trust.

**VA Claim Pros**

Win the VA disability benefits you've been promised.

**Our Pro**

We review any medical symptoms you may not realize you have. Then we apply medical conditions to develop a extensive application of pathology to establish a medical NEXUS, att

After a formal medical diagnosis, we receive a VA Service Connection. We then loop back to the specific the appropriate Diagnostic Code in accordance with the 38 CFR guidelines.

Our business model is very simple. One of our key value-add points is to develop a personalized list of potential disabilities that may have already been diagnosed with medical conditions they do not

**Eric S.**  
\*\*\*\*\*  
VA Claim Pros has helped thousands of veterans identify and claim the VA disability benefits they have been promised.  
We are a veteran-owned, evidence-based, medical disability company with over 50 years of combined professional medical, disability, and legal experience.  
Our strength is our ability to review a Veteran's detailed medical history and develop a personalized list of potential disabilities that may have been overlooked or have already been diagnosed with medical conditions they do not

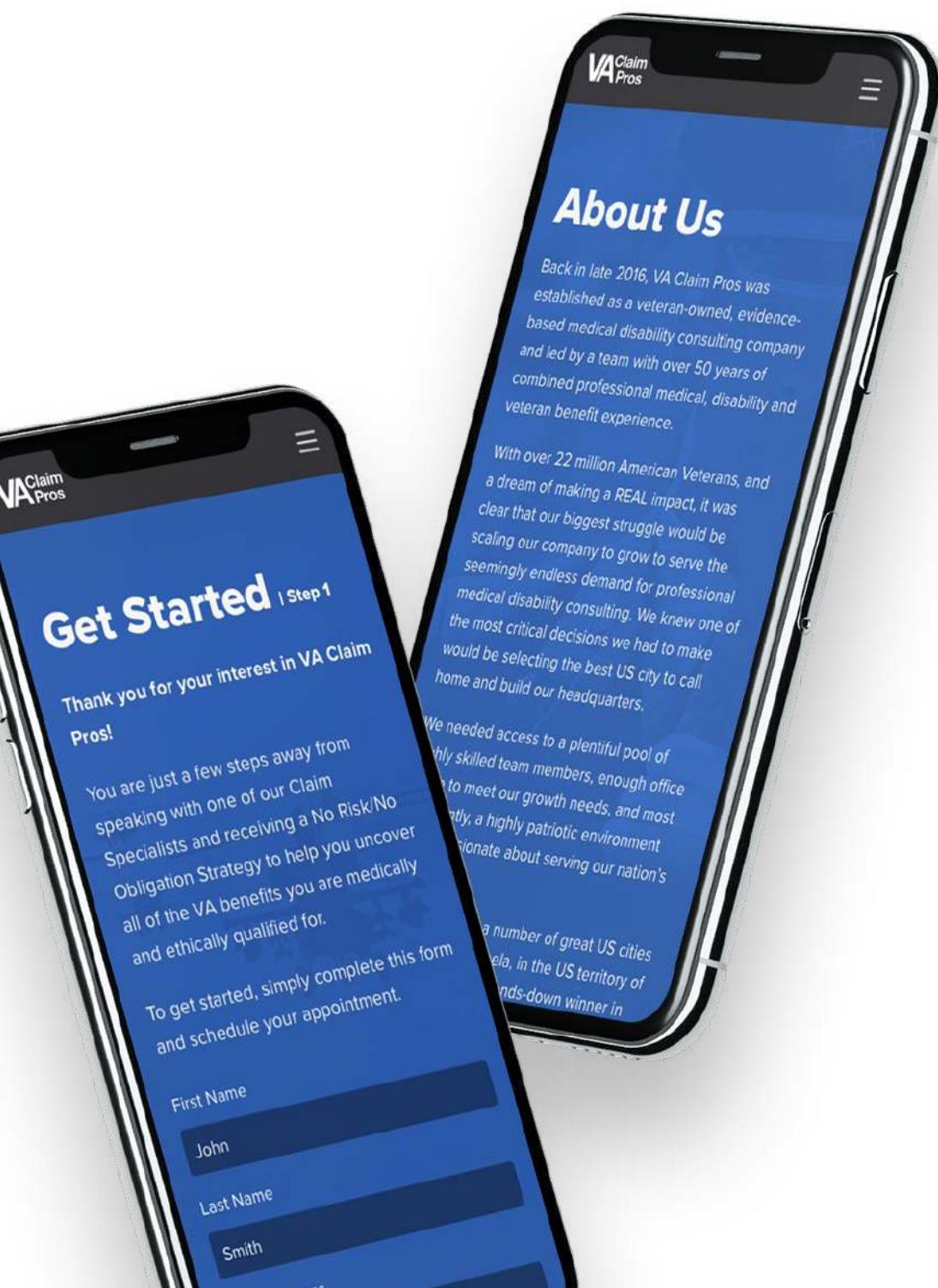
**About Us**

VA Claim Pros has helped thousands of veterans identify and claim the VA disability benefits they have been promised.

We are a veteran-owned, evidence-based, medical disability company with over 50 years of combined professional medical, disability, and legal experience.

Our strength is our ability to review a Veteran's detailed medical history and develop a personalized list of potential disabilities that may have been overlooked or have already been diagnosed with medical conditions they do not

**Read Our Story**



## Get Started

One goal of the site was to lead users through an easy to navigate flow to sign up if they are not a current client. We achieved this through thorough testing and easy of use to all users.

## About Us

US Military Veterans appreciate doing business with established companies they can trust and believe in. The about page was designed to build rapport and credibility with the user base.

# Style Guide

This style guide was created in a modular fashion based on components from our **Sketch** libraries. Using **Abstract** we were able to keep all UI components up to date across multiple variations of the design and reuse these components to populate each individual element in our style guide. This allowed us to keep the style guide up to date automatically based on edits to the library master files. Abstract also allows for peer review and critique within pull requests.

The screenshot shows the VACP Style Guide interface in Sketch Abstract. The left sidebar contains a navigation tree with sections like Components, Elements, Header, Colors, Typography, and Assets. The main area is titled 'ELEMENTS' and displays various UI components such as Primary and Secondary Buttons in different states (Default, Hover, Pressed), Primary Button Accents, and Input fields. Each component has its corresponding CSS code listed below it. On the right side, there are panels for 'PROPERTIES' (Width: 1448px, Height: 11949px, Fill: #18181a) and 'COLORS' (a color palette). Below these is a 'TYPOGRAPHY' section listing font styles and sizes. At the bottom, there's a 'DETAILS' panel showing the collection is 'Style Guide', the page is 'Style Guide', the file is 'Style Guide.sketch', and the commit is 'Merged Style guide typography update' by Andrew Nicholl - 8 days ago.

**ELEMENTS**

Primary Button Secondary Button Primary Button States Secondary Button States

Primary Button Hover Primary Button Pressed Secondary Button Hover Secondary Button Pressed

Primary Button Accents Secondary Button Accents

Primary Button Primary Button Secondary Button Secondary Button

Input Default Placeholder Input Default Filled Input Hover Input Disabled

Input Filled Label Placeholder Input Active Label Input Disabled Label

Input Filled Placeholder Input Active Label Input Disabled Label

**PROPERTIES**

WIDTH: 1448px HEIGHT: 11949px FILL: #18181a

**COLORS**

**TYPOGRAPHY**

TYPEFACE	SIZE	LINE HEIGHT
ProximaNova Regular	16px	24px
	12px	16px
	18px	28px
	8px	16px
	21px	32px
	70px	72px
	36px	56px
ProximaNova Extra	16px	24px
	45px	48px
	21px	32px
	12px	16px

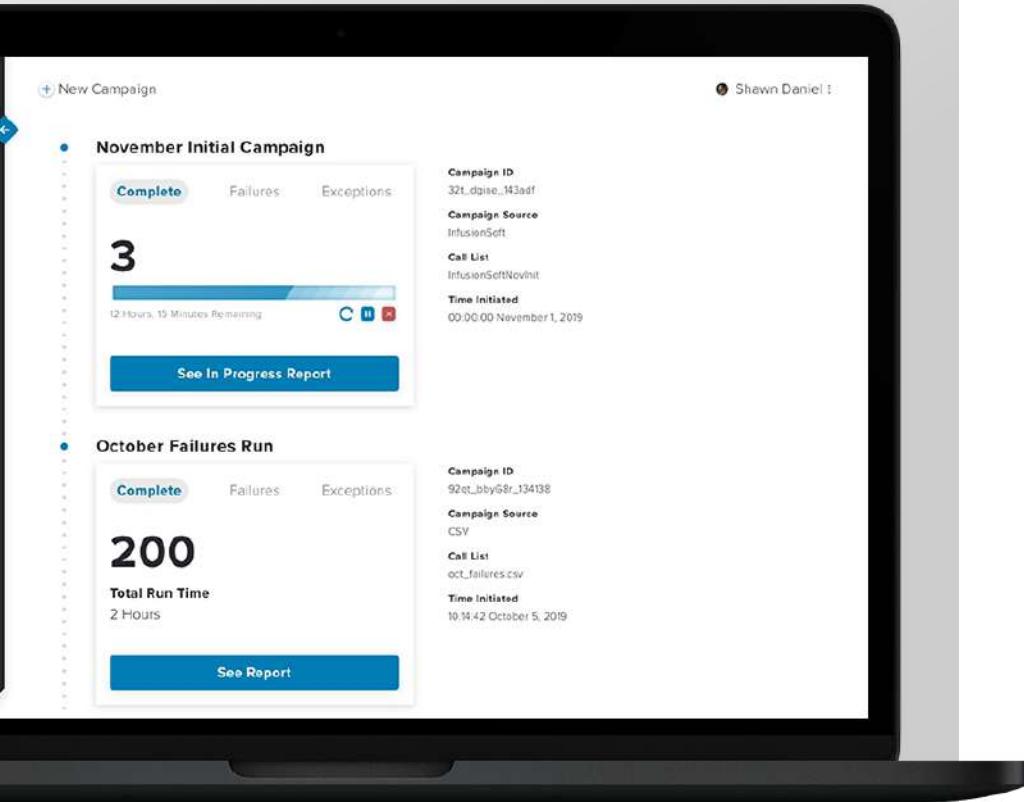
**DETAILS**

COLLECTION: Style Guide

PAGE: Style Guide

FILE: Style Guide.sketch

COMMIT: Merged Style guide typography update  
Andrew Nicholl - 8 days ago



# CallBot

Callbot is an application built to run or schedule processes for an internal team. The goal of developing a user interface for Callbot was to allow employees to view campaign results, manage client statuses, and view historical records in an attempt to democratize the process of running the application and bring in non-developers to use the tool.

The following case study was assembled by my teammate, Andrew Nicholl

His work can be seen at [nicholldesign.com](http://nicholldesign.com)

# Process

## 1. Research

Industry Research  
User Research

## 2. Iteration

Rapid Prototyping  
High fidelity

## 3. Testing

Accessibility  
Usability Testing

## 4. Validation

User Testing  
KPI's

# Problem Statement

"As a user I need to be able to "

# Project Duration

From initial scope to completion of Phase 1 was set for 3 sprints (6 Weeks)

# Team

## **Hugo Ramos**

Product Designer

## **Andrew Nicholl**

Sr. Product Designer

## **James Rountree**

Product Designer

## **Luke Pate**

Lead Software Engineer

## **Tory Minars**

Project Manager

## **Lane Holcombe**

Sr. Software Engineer

# Research Phase

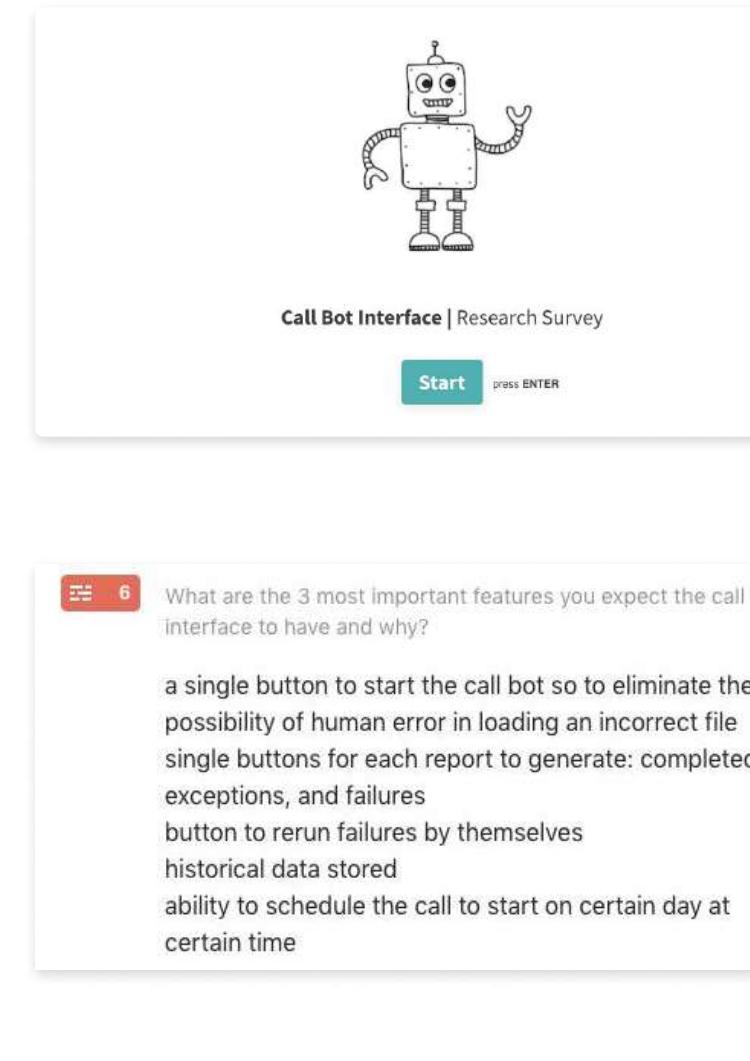
In order to figure out which types of research we needed to conduct, we first needed to understand what kind of information we were hoping to learn. We used a research brainstorming template to get all of our questions down on paper.

# User Survey

We decided to conduct a survey on a few key users within our organization that would use Callbot to understand their pain points with the current system and their hopes for the future.

# Key Takeaways

A single button to initiate the process within the application, ability to easily toggle views between different reports, ability to view all historical data, ability to easily rerun process if failed, ability to schedule process to happen at a future time and date.



The screenshot shows a user interface for a 'Call Bot Interface' research survey. At the top right is a cartoon robot icon. Below it is a green 'Start' button with the text 'press ENTER'. The main area contains a question: 'What are the 3 most important features you expect the call interface to have and why?'. A red box in the top left corner indicates there are 6 responses. To the right of the question, a list of features is provided:

- a single button to start the call bot so to eliminate the possibility of human error in loading an incorrect file
- single buttons for each report to generate: completed exceptions, and failures
- button to rerun failures by themselves
- historical data stored
- ability to schedule the call to start on certain day at certain time

# User Personas

Using the results of our survey, we crafted two main personas that reflected those team members who were going to be using the Callbot primarily.



**Matthew**  
Primary User

## Personal Info

Easy going, passionate leader, meticulous.  
Gender: Male  
Age: Mid 40's  
Marital Status: Married  
Technological Aptitude: Average

## User Needs

Efficiency in running business processes  
Accurate historical records

## Technology Devices

Android (Personal)  
Windows Desktop (Work)  
Windows Laptop (Home)

## Pain Points

"Importing and exporting excel spreadsheets takes too much time and is prone to formatting errors"  
"Not familiar with the command line and cannot run the application in it's current state without assistance from dev ops"  
"Readying data in plain text format and looking through large JSON objects is tedious and details are often missed"



**Busy Bethany**  
Secondary User

## Personal Info

Focused, gets the task done, juggles a million things at once.  
Gender: Female  
Age: Late 20's  
Marital Status: Single  
Technological Aptitude: Low to Average

## User Needs

Clearly see different results between different clients  
Have similar results be organized together  
Ability to export lists of results

## Technology Devices

iPhone (Personal)  
Windows Desktop (Work)  
Windows Laptop (Home)

## Pain Points

"Having to update spreadsheet names with different versions is hard to keep track of"  
"There's no way to see how far into the process I am until I'm nearly done"

# Site Architecture and Task Flows

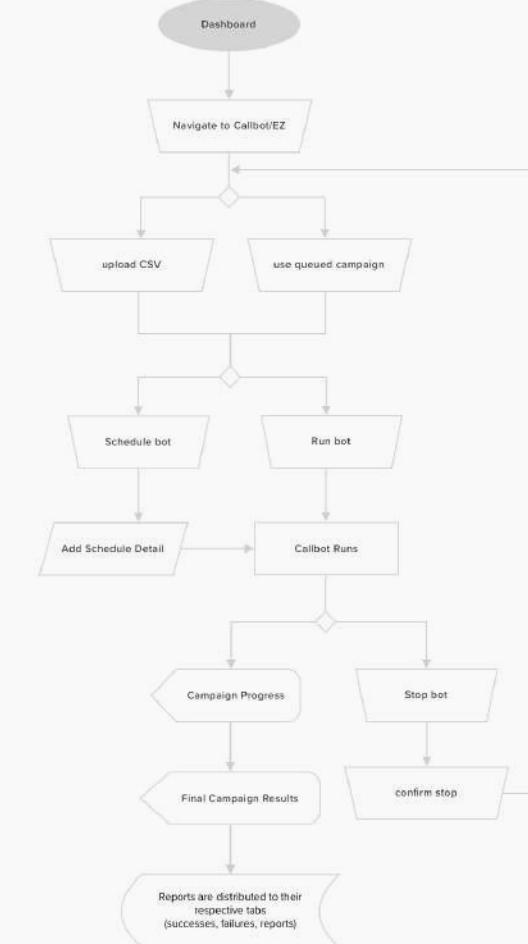
Based on the needs of our users we determined the basic site architecture of Callbot, and began making task flow for each section of Callbot's interface. After we had the core structure and flow of our application in place, we moved on to the next stage in the design lifecycle.

## Agile Design Sprints

In order to put out a testable component at the end of each design sprint, we broke the project up into it's major components and focused one of the major components per sprint.

## Design Lifecycle

This meant going through an entire design sprint cycle of wireframing, usability testing, creating hi fidelity design mockups, and developing rapid prototypes in Angular to use for a final usability test before continuing to the next component.



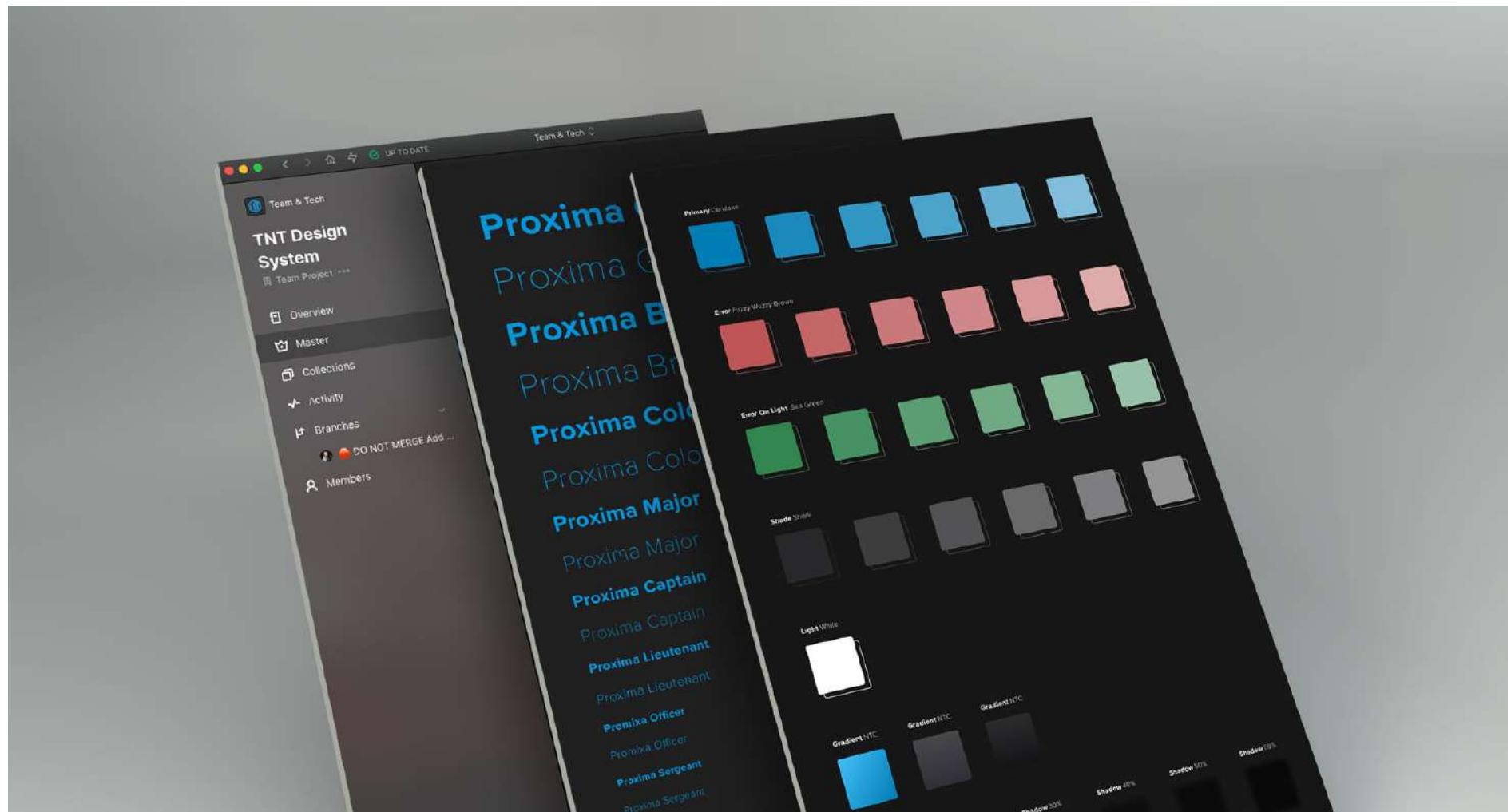


## Wireframes

At the beginning of each sprint, we decided which major component we were tackling and dove right into sketching and creating low-fidelity wireframes in InVision's Freehand. We then replicated our task flows using our wireframes to ensure that we were not missing any necessary steps or features.

# Design System Implementation

Using our design system for internal products we were able to come into this project with a predetermined set of minor components and styles. These included colors, icons and typography, which was extremely helpful in speeding up the design process, staying organized, and maintaining consistency throughout the application.



# Design Mockups

After ensuring the low-fidelity wireframes for each major component met all user and product requirements and scenarios, we converted our initial concept drawings into medium resolution mockups. We then styled them and added all reusable components using the design system.

The image displays five side-by-side mobile application mockups, each representing a different state of a campaign management interface. The interface includes a header with the Calibot logo, a navigation bar with three dots, and a main content area with a table of data and various buttons.

- Complete:** Shows two rows of data. The first row has entries for "Last Name: Santiago" and "First Name: George" with an email "enid\_howell@imelda.tv". The second row has entries for "Last Name: Fastlane" and "First Name: Robbie" with an email "passontheright@me.com". Buttons at the bottom include "Mark For Review" and "Export".
- Complete Details:** Shows a single row of data for "November Initial Campaign". It includes fields for "Campaign ID", "Campaign Type", "Form Status", and "Time Initiated: 12:00 AM, 01/01/2019". Below this is a table with the same two rows of data as the "Complete" screen, along with "Select All", "Sort", "Filter", and "Details" buttons.
- Complete Selected:** Shows a single row of data for "November Initial Campaign". It includes fields for "Campaign ID", "Campaign Type", "Form Status", and "Time Initiated: 12:00 AM, 01/01/2019". Below this is a table with the same two rows of data as the "Complete" screen, with "Unselect All", "Sort", "Filter", and "Details" buttons.
- In Review:** Shows two rows of data. The first row has entries for "Last Name: Santiago" and "First Name: George" with an email "enid\_howell@imelda.tv". The second row has entries for "Last Name: Fastlane" and "First Name: Robbie" with an email "passontheright@me.com". Buttons at the bottom include "Mark For Review" and "Export".
- Failed:** Shows two rows of data. The first row has entries for "Last Name: Horsender" and "First Name: Mingus" with an email "theralmingus1@hotmail.com" and a "Reason: \$0". The second row has entries for "Last Name: Corvette" and "First Name: Shuffleboard" with an email "bootscoolin@gmail.com" and a "Reason: Failed". Buttons at the bottom include "Mark For Review" and "Export".

Callbot

Dashboard

Reports

Clients

◀ November Initial Campaign ▶ Andrew Nicholl :

Campaign ID 13r89hq34tq894T4A3 | Campaign Type Automatic | Form Queue November | Time Initiated 12:00 AM, 11/01/2019

**Complete** Review Failed Exceptions  Hide In Review  Hide Exported

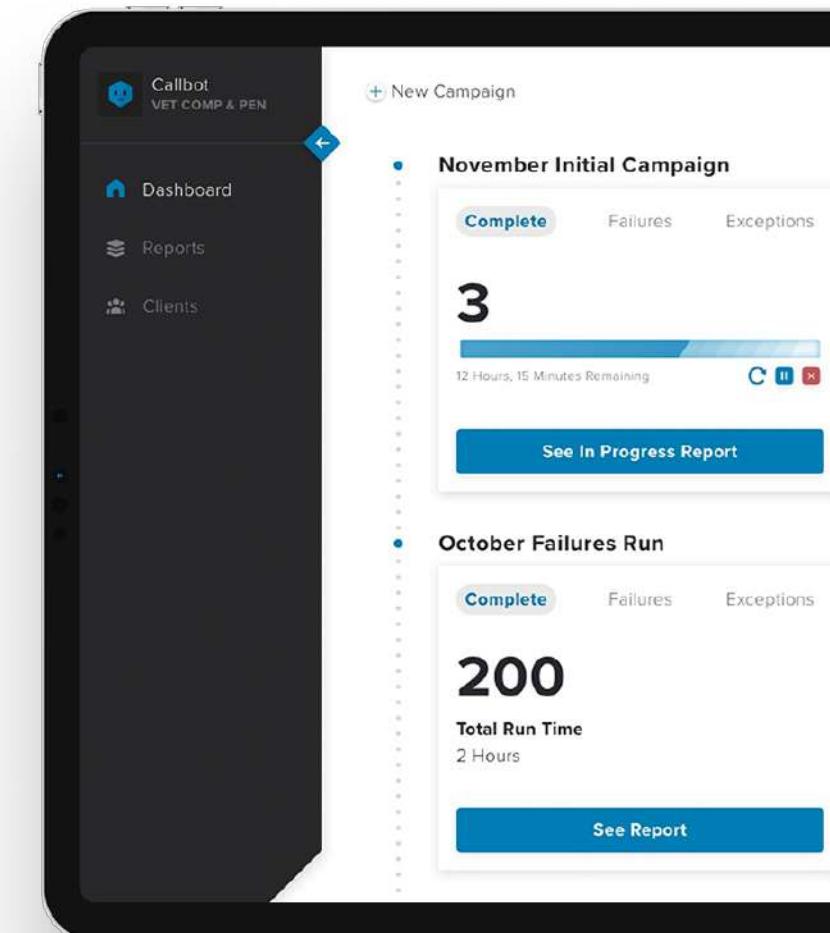
Last Name	First Name	Email	Amount	Status	Action
Santiago	George	enid_howell@imelda.tv	\$540	READY	▼
Fastlane	Robbie	passontheright@me.com	\$0	READY	▼
Keith	Tobias	bootinyour@gmail.com	\$800	READY	▼
Crockpot	Johnny	raccoonstew1971@yahoo.com	\$940	READY	▼
Keeper	Finder	fr33allSaintsJacket@gmail.com	\$0	READY	▼
DiPabliano	Joey	meatball1@yahoo.com	\$400	READY	▼
Snailfish	Craifish	bighooklittlebit3@gmail.com	\$789	READY	▼
Peterson	Emanual	pennstaterules1999@yahoo.co...	\$0	READY	▼

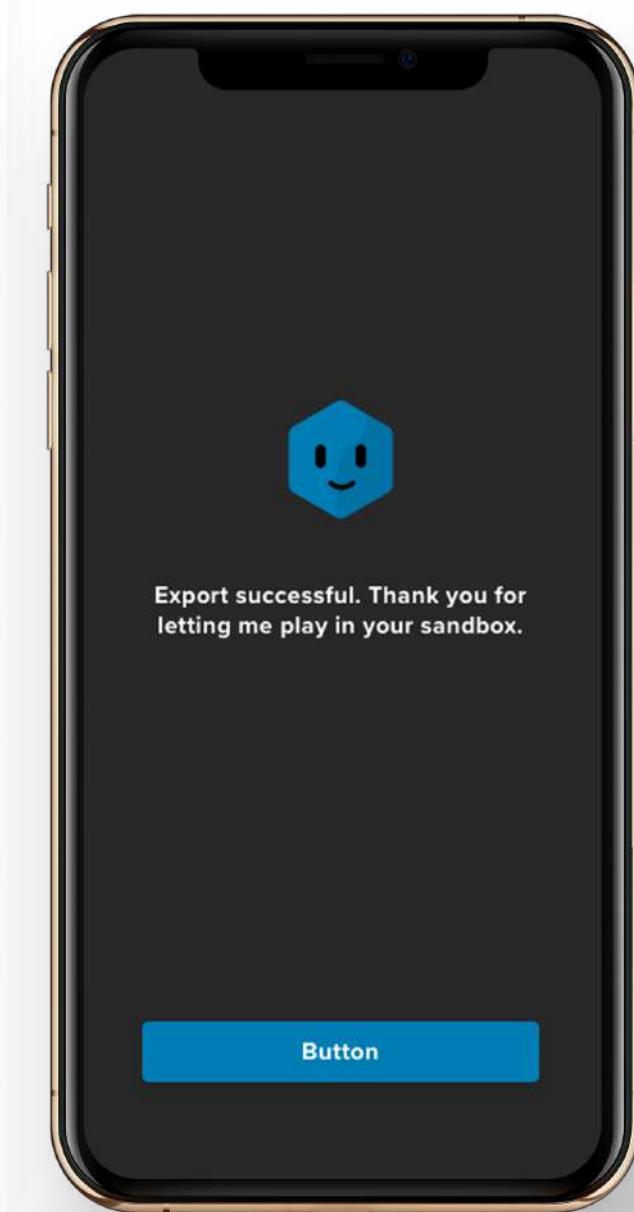
# Accessibility

Having the product development team spearhead front-end development also helped ensure accessibility in our product from the outset, by writing semantic html and ensuring WCAG and ADA compliance.

# Agile

By embracing agile methodologies and building out each major component per design sprint, we were able to produce results fast and keep the development process moving in tandem with our design process.





## Maintainability

By sticking to our design system and keeping up our documentation as one would in a traditional design to developer handoff, we were also able to ensure that it would be easy to add additional components and functionality in the future, while sticking to the design and style guides we have in place.

## User Focused

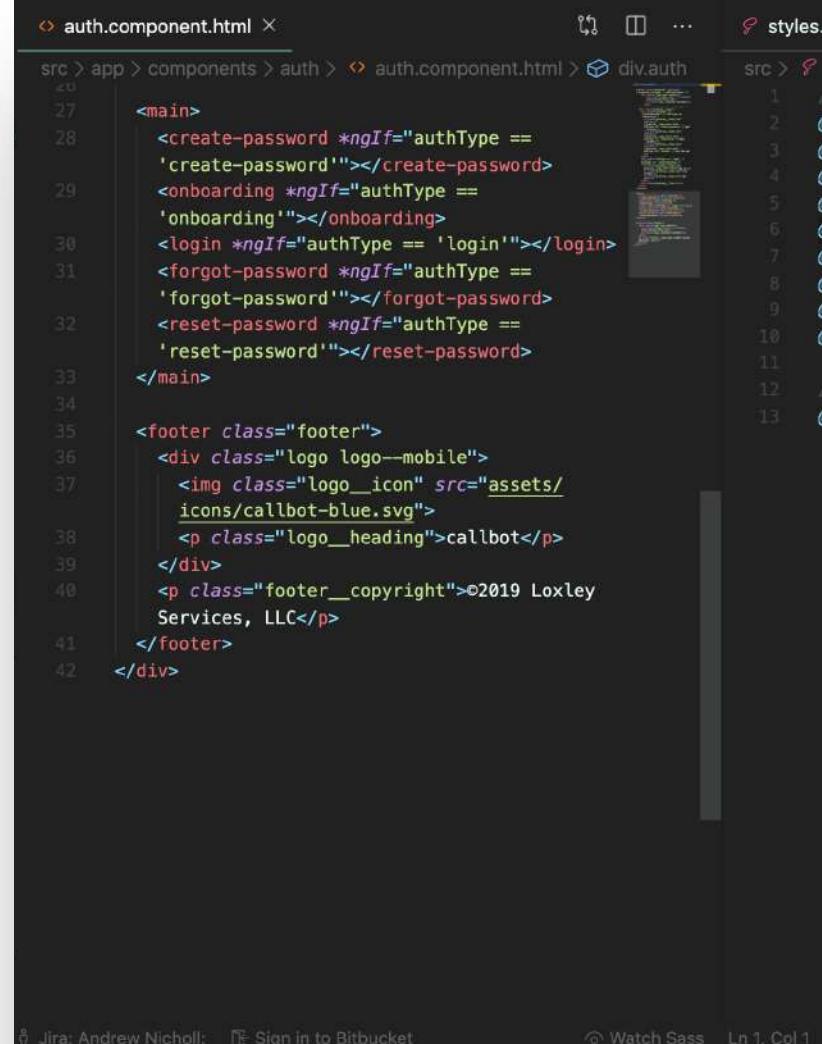
Not only did it keep work interesting, it made for an overall better product, as we were able to conduct usability test between sprints and quickly implement changes to the previous sprint's component and embrace new ideas for the next one.

# Development

Our team utilized Angular as our development framework, so we began development by laying the frontend foundation for our Angular project using HTML, Sass (SCSS), and Typescript.

# Usability Tests & Demos

At the end of each sprint, we conducted a final usability test of the component and made any necessary updates before holding out demo for product owners, stakeholders, and the development teams.



```
auth.component.html
1<main>
2  <create-password *ngIf="authType == 'create-password'"></create-password>
3  <onboarding *ngIf="authType == 'onboarding'"></onboarding>
4  <login *ngIf="authType == 'login'"></login>
5  <forgot-password *ngIf="authType == 'forgot-password'"></forgot-password>
6  <reset-password *ngIf="authType == 'reset-password'"></reset-password>
7</main>
8
9<footer class="footer">
10   <div class="logo logo--mobile">
11     
12     <p class="logo__heading">callbot</p>
13   </div>
14   <p class="footer__copyright">©2019 Loxley Services, LLC</p>
15 </footer>
16</div>
```

log in

run callbot  
go chill

Forgot Password

Email Address

Password



Cancel

©2019 Loxley Services, Inc.

Callbot  
REDACTED

Dashboard

Ref

callbot

callbot

Campaign Name

Campaign ID Campaign 1

Campaign Type Automatic

Form Queue 1941375

Time Initiated 00:00:00, 11/12/2019

Details



Complete

Select All

Review

Failed

Exceptions

Sort

Filter

COMPLETED

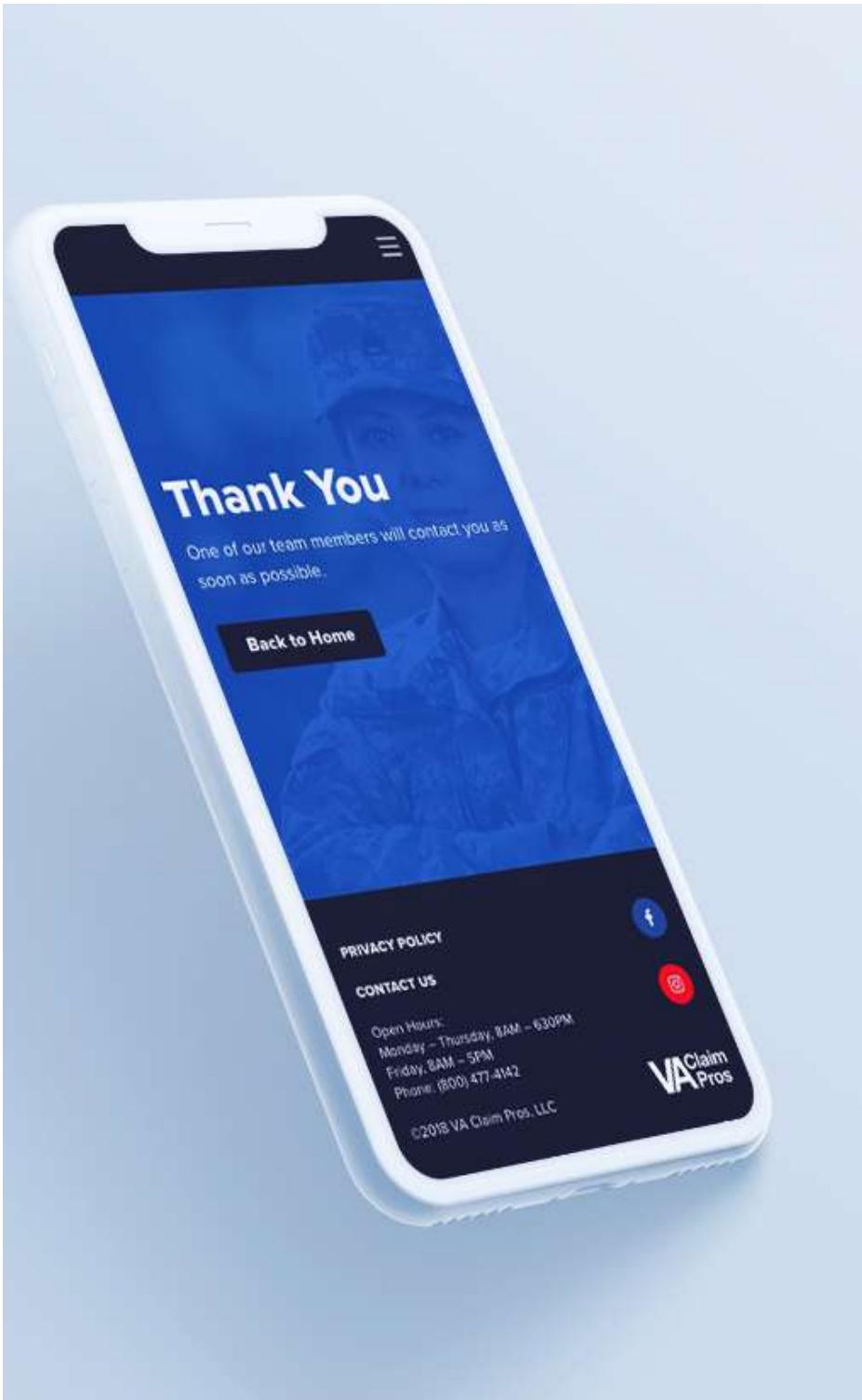
Last Name  
Smith

First Name  
John

Email  
ewtrust@gmail.com

COMPLETED

Export



# Lets Connect!

Thank you for taking the time to view some of the highlights of my work.

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LinkedIn@JohnSmith  
James.D.Rountree@Gmail.com  
352 328 6777