Home Page:

Hi, I'm Jess (they/them)

I am a UX designer, researcher, and professional problem-solver! I am passionate about social justice, especially lifting up underserved communities and creating healthcare access for all.

Projects:

- **TDoc:** Trans and gender non-confirming individuals need a streamlined way to locate and endorse competent and affirming healthcare providers, even when they aren't receiving explicitly gender-affirming services. I created an app specifically designed for the TGNC community (as well as caregivers of TGNC children) that would help ease the burden of finding and vetting safe, supportive healthcare providers.

- **WordNerd:** By designing a vocabulary app to meet the needs of working, busy millennials, we will be able to provide a fun, engaging learning experience that users can customize according to their job/category of study, so they can rest assured that they can take care of life's unexpected surprises and resume study progress at any time.

About Page:

I am a certified UX designer whose main goal is to keep the "user" in user experience. I am passionate about social justice, especially lifting up underserved communities and creating healthcare access for all. I am proud to hold over a decade of combined experience in patient-facing healthcare roles, clinical research, and health tech.

Some of my proficiencies include:
- User research and interviewing
- Usability testing
- Clinical research: longitudinal, investigator-initiated studies, Phase III device and pharmaceutical studies
- Client-centered outreach, counseling, and education
- Figma, proto.io, Canva, Adobe, Salesforce, EMR systems (eClinicalWorks, OncoEMR)

Project Page (TDoc):

TDoc was born out of a bootcamp project, but it was first conceived from personal, lived experiences of the gap in healthcare access for transgender and gender non-conforming patients across the United States.

The Problem: Because of the stigma, assumptions, and discrimination faced when navigating the U.S. healthcare system, many TGNC (trans and gender non-conforming) patients find themselves educating doctors on their needs, being incorrectly named/gendered in medical settings, and asked invasive and irrelevant questions related to their bodies. These repeated negative experiences (microaggressions) make TGNC patients less likely than cisgender (non-

trans) patients to seek out healthcare, and has an overall negative impact on physical and mental well-being.

The Solution: TGNC individuals need a streamlined way to locate and endorse competent and affirming healthcare providers, even when they aren't receiving explicitly gender-affirming services. I wanted to create an app specifically designed for the TGNC community (as well as caregivers of TGNC children) that would help ease the burden of finding and vetting safe, supportive healthcare providers. Enter: the TDoc app!

- [UXfolio page](#)
- [Prototype](#)