Kelsie Gosser

UX DESIGNER

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PROFESSIONAL EXPERIENCE

Product Manager & UX Design
Milliman, Inc. — Jul 2020 - Present

- Make key decisions pertaining to the future, growth, and success of each product by coordinating with various teams including engineering, account management, sales, and marketing, evaluating timelines, and understanding user's needs.
- Perform user interviews and feedback sessions to determine requirements for feature milestones.
- Prototype features using Figma and the Milliman Design System. Present prototypes to internal stakeholders and users before iterating and handing it off to developers.
- Attained Signature Authority (SA) status which gives the ability to peer-review and sign certain documents on behalf of the firm.
- Invited to join (and joined) Milliman's Product and Technology Professionals Accreditation Council (PTPAC). The PTPAC is responsible for providing guidance to the firm on nominations for AP, SA, and Principal status for product and technology professionals.
- Led an initiative to develop and implement a company wide design system, the Milliman Design System, to ensure consistency and use of best practices.

UX Engineer
Milliman, Inc. — Oct 2015 - Jul 2020

- Lead UX Designer responsible for creating data visualizations and product designs.
- Utilize feedback from potential and existing clients to develop prototypes in Figma (historically with Sketch and InVision).
- Develop web-based products and sites using HTML, CSS, and JavaScript, amongst other frameworks and libraries.
- Responsible for creation of market surveys in Google Forms to procure client feedback on product user experience.
- Create data visualizations to properly convey information to healthcare professionals. Use of interactive design to demonstrate changes in population level data when filters are applied.
- Attained Approved Professional (AP) status within Milliman which represents the recognition of the firm that I am a professional in my field. This title allows for limited peer-review authority.

Healthcare Data Analyst
Milliman, Inc. — Jan 2014 - Oct 2015

- Responsible for the design and development of interactive reports in QlikView to assist Healthcare providers in identifying risky patients.

EDUCATION

North Carolina State University
Class of 2013

BS in Applied Mathematics
Minor in Biology

TOOLS, LIBRARIES, & FRAMEWORKS

- Figma | InVision | Sketch
- HTML & CSS
- JavaScript (Vanilla & React)
- GitHub
- Plotly
- Power BI
- QlikView
- SQLite

SKILLS

- User interviews
- Prototyping & designing
- Presenting designs to stakeholders
- Performing feedback sessions
- Product management
- Front end software development
- Data visualization

AWARDS

Robertson Collaboration Award
Creation of Milliman Design System

This award recognizes individuals who demonstrate effective collaboration across practices, disciplines, professional specialties, and offices to better serve the needs of Milliman's clients.