

Vadim Volk

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Experience

Outreach.io | Principal Product Designer | Seattle, WA | Dec 2020–Feb2024

- Redesigned governance architecture for a sales-oriented SaaS platform to make it enterprise-ready, scalable and AI-integrated (rep coaching, anomaly detection).
- Effectively worked with top 20+ customers (90% of revenue) to design new approaches and deliver platform changes (Salesforce sync, function management).
- Established peer mentorship program to help designers be effective at driving change; aligned the teams to effectively design and execute large projects across teams.

Providence Healthcare | Principal Designer | Seattle, WA | Mar 2019–Nov 2020

- Largest regional health network (800 clinics, 7 states): designed primary care appointment scheduling website and mobile app that was synced with providers.
- Redesigned telemedicine app to scale 120x to handle pandemic demands.
- Designed patient and provider experiences for telemedicine virtual visits, AI-based patient triage, AI insurance card processing, scheduling, in-person kiosks, interfacing with Epic, the largest Electronic Medical Record (EMR) system in the US.
- Designed an account management experience for 3 million patients to access medical records online (MyChart) enabling patients to access their records.

Amazon, AWS | UX Product Designer | Seattle, WA | Mar 2014–Nov 2019

- Designed mobile first AWS design framework and the library system for AWS Service Catalog to manage AWS accounts at scale.
- Established a company-wide program helping teams without dedicated designers get UX help (17 complex products: warehouse management, security management, etc).
- Designed the system for managing all products sold on Amazon and subsidiaries (over 1B items) resulting in over 10x productivity increase on common user tasks.
- Led the UX design of Amazon Photos, a service that allows customers to order custom photo prints. Defined the UI vision, the guidelines, customer editing experience, and integration with Amazon retail for users ordering wall decor items (canvas, acrylic, wood, etc.) Delivered product in seven months (from ideation to launch).

FinTech | Architect, Developer, Designer | Boston, MA | Mar 2010–Nov 2014

- *EzeCastle*: Designed a new top yearly feature for a financial trading system for professional traders to receive insights from a variety of sources within the main trading “blotter”. Developed a language to manage connections to data sources. Resulted display of relevant sources improved traders’ efficiency by 70%.
- *Brown Brothers Harriman*: Led UX design process in a largest private Bank with over 1k developers, resulting in over 2x faster software development and redesigned: International Overnight Deposits, Overdraft Management, Transaction Settlement.

Microsoft | Software Engineer | Redmond, WA | Mar 2000–Apr 2009

- Designed new features across Windows Networking, Office Programmability, Expression Media, Enterprise System Center Manager.
- Developed a way to large-scale simulate years of product usage in a large corporation that led to a complete re-architecting of the Service Desk product.
- Developed sample code within the Customer Solutions Team, guiding millions of developers in building efficient .NET applications for the Office Platform and saving an estimated 1.2M in support cost.
- Collaborated with 3rd party hardware manufacturers to help them build networking drivers, making them the official Windows Hardware Quality Labs (WHQL).

About

Experienced UX leader focusing on designing highly scalable enterprise solution, large projects within AWS, Amazon, Microsoft Windows, Office, Healthcare, Sales, Banking and Finance, HR. Maker and entrepreneur. Developer who scaled his impact through improving architecture & teams, mentorship, and user experience.

Education

Stockholm School of Economics in Riga | Sweden, Latvia

B. Sc. Economics

Riga Aviation University | Latvia

B. Sc. Computer Science

Winner of national Math and Physics competitions

Skills

User experience UX design, interaction design, user research, design strategy, product management, critical thinking, negotiations, planning, team building, accessibility development, programming, AWS, Sales force, process optimization, mentoring, coaching, visual design, information architecture IA, distributed architecture, analytics, simplification, prototyping, problem-solving, graphic design, hardware design, product photography, event photography, arduino, Amazon Web Services, cloud computing, AI, engineering, API design, FCC advanced ham radio license, communication, navigation design, wireframing, networking, security, SaaS, integration, anomaly detection, risk management, reporting, driving results, architecture, usability automation testing, UX writing, collaboration, empathy, analytics, data-driven analysis, continuous learning, driving results, visual communication, retail, healthcare, enterprise, API design, design tools: Figma, Sketch, Axure, Photoshop, Illustrator, Premiere, front-end, back-end development, test-driven development, debugging, html, css, Java, javascript, C++, .NET