

# Daniel Lee

## UX/Product Designer

danleeuxd@gmail.com  
818-415-3428  
www.danleeuxd.com

### Experience

#### **Publicis Sapient - Comcast Business Enterprise Access Center (Service Delivery)** **Sr. UX Designer** Oct 2020-Oct 2021

- Enhanced Day 1 features generating \$1M+ for sales team
- Launched comprehensive status tracking and summary tool increasing overall customer traffic 300%
- Decreased customer email and calls to internal PM 50%
- Project Tracker Report generator freed internal PM time and increased site turn up 20%
- Bulk service request feature increased processing efficiency 200%
- Enhanced tech visit tracker decreased refusal of entry 150% and increased portal traffic 20% for reschedule and escalation

#### **Helping Hands Community – Volunteer Portal** **Sr. UX Designer** July 2020-Feb 2021

Helping Hands is a nonprofit organization dedicated to serving those most vulnerable to COVID-19: senior citizens, the immunocompromised, and people with pre-existing medical conditions which put them at additional risk.

- Community Delivery led to 50% cost savings per partner events
- Volunteer opportunities solely Community Delivery leading to increase in retention and 35% less reliance on delivery partners per event
- Proved scalability of operation with new partnerships and larger events

#### **eMag.ro – Marketplace Seller Tools** **Freelance UX Designer** Sept 2020

- Designed feature for customers to download and queue reports

#### **Patients and Purpose – Consumer sites, disease education, adherence apps** **Sr. UX Designer** April 2014-Feb 2020

- Launched 15+ responsive sites and increased patient engagement leading to product inquiries with healthcare providers
- Launched Moodivator app for tracking psychosis episode to support dialog with clinicians
- Launched sites using new techniques for displaying drug safety information
- Received multiple recognitions for design innovation of disease educational responsive sites

### Education

**Art Center College of Design**  
BFA Graphic Design 2008

### Skills

Discovery, requirements gathering, IA, wireframing, user testing, interactive prototype, visual UI, QA

### Tools

Figma, Sketch, Axure, Invision, Adobe Creative Suite, Airtable, HTML + CSS, Javascript, Jira, Notion, Slack, User Testing

## Experience

### **Publicis Kaplan Thaler – Janus Capital**

**UX Designer** Jun 2012-Feb 2013

- IA for Janus Funds institutional investors

### **J&J Global Strategic Design Office (GSDO) – Blood glucose meter design**

**UX Designer** Aug 2010-Jun 2011

- Designed UI/UX for 3 innovative consumer Lifescan blood glucose meters using new Verio test strips now in market
- Designed UI/UX blood glucose meter for healthcare professionals
- Launched wiki to document and align teams on nomenclature across multiple brands and products

### **Skiff, a Hearst Venture – Reader**

**UX Designer** Sept 2009-Jun 2010

- Supported development of e-ink based Skiff Reader acquired by News Corp

### **Newsweek.com – Redesign**

**UI Designer** Dec 2008-Jun 2009

- Redesigned and launched Newsweek.com homepage

### **UNICEF Innovations – Uniwiki, Rapid SMS, Bee**

**Designer** Jan 2008-Jul 2008

- Launched internal social network platform and conference tools for youth engaging heads of state

## Volunteerism

### **Lily of the Valley**

Durban, South Africa

### **Ciudad Refugio**

Medellin, Columbia