Talia Mendez

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My Key Qualifications

- Currently an **Associate UX Designer at VillageMD**, supporting patient-facing web and mobile experiences for scheduling, account tasks, and provider communication.
- Creates **wireframes, mockups, and interactive prototypes in Figma** for web and mobile features under senior designer guidance.
- Redesigned a mobile appointment rescheduling flow, raising task completion in usability testing **from 68% to 86%** across 8 moderated sessions.
- Audited scheduling pages with **Hotjar** recordings, identifying 14 usability issues with 9 shipped in the next release.
- Contributed to the **design system** with documented usage guidance, cutting designer-to-engineer handoff clarifications from 11 to 4 per sprint.
- Capstone work in **usability testing and information architecture**: mobile patient intake form cut completion time by 3.5 minutes, and tree testing lifted first-click success from 54% to 79%.

Experience

Associate UX Designer — **VillageMD**, a primary care and digital health company

Jun 2025 – Present · 1 yr 5 mos

- Redesigned the appointment rescheduling flow for a mobile patient experience, raising task completion in usability testing from 68% to 86% after mapping the user flow, building revised Figma prototypes, and incorporating findings from 8 moderated test sessions.
- Audited patient scheduling pages for friction and content clarity, identifying 14 usability issues by reviewing Hotjar recordings, and 9 were addressed in the next release.
- Documented usage guidance for shared form and message components in the design system, applying established Figma components and noting edge cases, which cut designer-to-engineer clarification comments during handoff from 11 to 4 per sprint.
- Create wireframes, mockups, and interactive prototypes in Figma for patient-facing web and mobile features covering scheduling, account tasks, and provider communication, under guidance from senior designers.
- Partner with product managers, engineers, and content stakeholders through sprint planning, design reviews, and developer handoff.

Education

- **University of Illinois Chicago** — Bachelor of Design in Graphic Design · 2021 – 2025 · Relevant coursework: Interaction Design, Information Architecture, User Research Methods, Accessibility for Digital Products

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Projects

- **Patient Intake Capstone**
  Mobile-first intake and pre-visit form experience designed for a community clinic to reduce paperwork friction for returning patients. Reduced average form completion time by 3.5 minutes in a 12-person usability study.
  Tech: Figma, FigJam, Optimal Workshop, Maze
- **Campus Benefits Navigation Project**
  Responsive information architecture and prototype helping university students understand health insurance and benefits options. Improved first-click success from 54% to 79% during tree testing.
  Tech: Figma, Miro, Optimal Workshop

Skills

- **Design Tools:** Figma, FigJam
- **Research & Testing:** Usability Testing, Journey Mapping, Wireframing & Prototyping
- **Analytics & Standards:** Google Analytics, Hotjar, WCAG Accessibility