

VICKIE LEE-HER

I'm a senior level designer with a research-first mindset

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www.vickieleeher.com

SKILLS AND TOOLS

- **Research Skills:** User Interviews, Usability Testing, Journey Mapping, Competitive Analysis, A/B Testing, Surveys, Usage Metrics & Data Analysis **Research Tools:** Amplitude, Google Analytics, Dovetail, Optimal Workshop, Miro, Qualtrics, dScout, Userlytics
- **Design Skills:** Wireframing, Prototyping, Responsive & Mobile Design, Information Architecture, User/Task Flows **Design Tools:** Figma (components, design systems, prototyping), Axure, Adobe XD, Sketch
- **Front-End Skills:** Working knowledge of HTML and CSS; Exposure to React, Angular, TypeScript and Storybook in collaborative development environments
- **AI Tools:** ChatGPT, Claude, Figma AI, Miro Sidekick, dScout AI Studio

RELEVANT EXPERIENCE

Senior UX Designer

05/2024 – Current

Trane Technologies, White Bear Lake MN

- Own full-cycle UX strategy, research and design for complex product initiatives including a thermostat design and AI analytics feature, collaborating cross-functionally with product management and engineering from strategy through delivery
- Accelerate workflows by integrating AI tools into research scripting, feedback analysis, ideation and prototyping
- Facilitate design brainstorming and journey mapping sessions with cross-functional stakeholders, unifying diverse perspectives into actionable design direction
- Mentor junior designers on research methods, stakeholder communication and criteria-based feedback, including hands-on review of their design work

UX Designer

05/2021 – 05/2024

Provation Medical, Minneapolis MN

- Redesigned a phone call-based patient intake process into a mobile-first self-service model, reducing procedure cancellations by 30% and saving significant nursing time
- Drove end-to-end UX strategy across 3+ Agile teams simultaneously, translating complex clinical workflows into intuitive design solutions across multiple product areas
- Conducted user research with both clinical end users and internal stakeholders, synthesizing findings to inform product direction and design decisions
- Established, maintained and expanded a customer research repository

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RELEVANT EXPERIENCE (CONTINUED)

UX Engineer

10/2020 – 05/2021

Signature Consultants for Boston Scientific, Maple Grove MN

- Led product pilot program, where results showed a 41% reduction in coordination time for nurses, directly informing the product's next-gen design strategy
- Established user research strategy, led execution of research plans for the structural heart organization, and then translated learnings into design solutions

Senior UX Architect

02/2018 – 10/2020

Trane Technologies, White Bear Lake MN

- Planned and led UX research and design for Trane commercial's first mobile app and its accompanying 10" tablet interface
- Drove usability improvements and new feature designs for Trane's flagship product, specifically the leading selling features of reporting and dashboards

UX Architect

01/2015 – 02/2018

Deluxe Corporation, Shoreview MN

- Led design research, user experience and interaction design for the Deluxe family of websites including eCommerce websites, landing pages, emails and marketing materials
- Managed and developed from the ground-up a user feedback program that institutionalized continuous user testing for marketing

EDUCATION

Technical Communications, M.S.

Metropolitan State University, St. Paul MN

Marketing, B.S.

University of Minnesota, Minneapolis MN