DESIRAE S. GRANDIN - RESUME

Field: Product Designer, UX/UI Designer & User Research

EXPERIENCE AND SKILLS

University of Washington- Tacoma - Major: Technical Communications and Psychology / Minor: Applied Computing and Innovation and Design

- Education and basic coding experience in HTML, CSS, and limited experience in python,PHP, PostreSQL, and networking
- Specified education and experience in product design, interface design, web design, wireframe, mockups, hosting, domain creation
- Education and experience in ux design, user design thinking, user design process, design brief, prototyping, user research
- Psychology experience with research, data collection, human behavior
- Experience with creating design projects for clients and stakeholders within deadlines

Federal Aviation Administration - Program Analyst

- BETA TESTER for the new medical program OneGuide for flight surgeons, program analysts, and stakeholders
- Collects and records data in various medical programs
- Analyses drafts and establishes policies
- Assisting Regional Flight Surgeon in policies and decision making
- Experience working with clients and stakeholders

Veterans Affairs - Medical Administrative Assistant & Advanced Medical Support Assistant

- Prepares Gains and Losses sheet, and assists in other statistical data reports
- Broad range experience in various data collecting medical programs
- Coordinates administrative tasks with various administrative departments in the hospital
- Created a new documentation process that was compliant with HIPAA regulations

LinkedIn Profile

My Portfolio (Website coded by me)

DESIRAE S. GRANDIN - CV

Field: Product Designer, UX/UI Designer & User Research

Education

University of Washington Tacoma- August 2021 to PRESENT

Major: Psychology and Technical Communications
Minor: Applied Computing(coding and network) and Innovation and Design (User Design)

Certifications and Degree:

Regional Administrators Award- 2023
Associates in Nursing Technicalities-2019

Relevant Coursework

- T INST 310 - Introduction to Python
- TCSS 141 - Python Basics
- T INST 312 - HTML/CSS/PHP coding and computer networking
- T INST 311 - Introduction to SQL, PostgreSQL, and data analysis
- TCOM 320 - HTML/CSS coding and web design principles
- TWRT 350 - Introduction to User-Centered Design and research
- TGID 320W - Design Studio with clients/stakeholders
- TGID 320S - Design Studio with clients/stakeholders
- TPSYCH 209 - Introduction to research, types of data gathering and analysis
- TPSYCH 309 - Research reports, data gathering and data analysis
- TPSYCH 306 - Community research, data gathering, and analysis

Work History & Experience

Program Analyst (FV-G (GS 9/10))

FAA- Des Moines, Washington, 12/01/2022 to 06/30/2023

Key Skills Include:

- Established policies/procedures provide detailed guidance for almost all assignments, with little or no room for discretion
- Reviews and analyzes draft polices and manual chapters and provides feedback to the appropriate individual. Responsibilities may involve providing advice and

support to management personnel for best utilization and reprogramming of resources and conducting cost versus benefit analysis.

- Ensures proper program integration and conformance to policy, completeness, and adequacy of operation in meeting goals and objectives
- conducting research, identifying problems; and assisting higher-level professionals in day-to-day operations of regional programs.
- Collecting and recording data/information in various programs and systems such as DIWS, MSATA, EIS with vast data collection knowledge in other programs
- Tracks and analyzes data to ensure compliance with policies and procedures; providing guidance to less-experienced professionals in day-to-day operations
- Identifying, analyzing, and recommending solutions for complex/difficult problems with stakeholders and conducts paralegal work under the guidance of legal procedures
- User design/User experience as a BETA TESTER for the new program OneGuide for AMEs, PA's,and LIEs across the nation

Medical Administrative Assistant (Administrative Officer of the Day) (GS7)

Veterans Affairs- Seattle, Wa, 06 2021- 12/2022

Key Skills Include:

- Prepares daily Gains and Losses (G&L) Sheet and other related statistical reports including daily report of all activities occurring during tour of duty to maintain databases
- Advanced experience with Microsoft Excel, Word, PowerPoint, and Teams
- Proficiency in numerous medical programs to include: CPRS, VistA, VistA GUI, ES, VIS, NEST, Vetlink, Vetext, CHCS, AHLTA and vast experience with filing and maintaining medical records.
- Leadership and Supervisory experience while acting on the behalf of the Medical Director during off duty hours to ensure the hospital operates efficiently.
- Orient staff regarding legal and quasi-legal matters defined in VA directives and interprets VAMC Policies as they relate to patient care and treatment
- Coordinates transportation claims/admissions needs of patients between 2 campuses with a total of 504 beds that also includes 7 community-based outpatient sites
- Observes, evaluates, and coordinates administrative activities with IT, Engineering, Laboratory, Radiology, Nursing, and Environmental Management personnel

Advanced Medical Support Assistant (GS6)

Veterans Affairs- Mather, 02/03/2020 to 06/07/2021

Key Skills Include:

- Navigate 5 different medical programs that include scheduling, medical records, system maintenance, configuration, and audits/reports
- Manages the flow of information between VA, Contract vendor and Non-VA providers under the MISSION Act in addition to the following
- Multitasking 30 different departments and worked over 100 hours overtime to help with COVID19 relief
- Works collaboratively with staff at the Medical Center, contract vendors, Medical Center affiliates and community health care providers to coordinate Veteran Non-VA Care (NVC) activities
- Helped schedule approximately 41,000 patients from COVID19 and continuing
- Trained over 20 new hires and increased work output over 10%
- Created process improvements that negated HIPAA violations and improved patient workflow

Aerospace Medical Technician, 10/13/2015 to 10/12/2019 (E-4)

Air Force – Anchorage, Alaska

Key Skills Include:

- Managed cancer program with various lab testing and patient tracking system
- Experienced with maintaining logistics, creating inventory reports within the clinic
- Lead Manager over medication inventory which saved the Air Force over 20k in waste annually
- Scheduled appointments and surgeries for over 300 patients
- Assisted 10 specialty providers, 6 nurses and 15 staff with completing surgeries and non-invasive procedures.
- Led 31 clinical team in delivering care services that promote optimal resident health and aided 780 deliveries annually.
- Managed a 15-member team of medical support personnel as Shift Leader
- Managed various general office duties such as answering multiple telephone lines, completing medical records, and mailing over 200 letters out to patients with normal dysplasia results.

- Skillfully developed a new medication program that eliminated 27.5k in waste and improved time efficiency by 95% and averted 45 manpower hours
- Confirmed compliance standards with The Joint Commission, Unit Effectiveness Inspections, med guidelines, AF/MDG/unit protocols

Technical Skills

- Product Design
- Web designing
- User Design / User Research
- HTML/CSS/PHP coding
- Python basics
- PostreSQL basics
- Adobe Dreamweaver and XD
- Adobe Premiere Pro / Video Editing
- Wireframes & Mockups
- Figma and Miro

References:

Oh, Scott (Supervisor)
Phone number: 206-304-1117

Quitevis-Hibbitt, Charlene (Coworker trained by me)
Phone Number: 206-733-0161

Nicolaas Richardson (Coworker)
Phone number: 253-301-8884