Austin Tang

Healthcare Operations and Informatics | M.S. Candidate, Clinical and Health Informatics

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Healthcare operations professional with an M.S. in Clinical and Health Informatics at UW-Madison, expected 2027, and an HCI degree from UC Irvine. I work inside a specialty clinic every day, handling prior authorizations and EHR updates in Elation, so I know where clinical workflows slow people down. My design experience comes from volunteer and personal projects, including leading a team of 6 and an accessibility case study.

EDUCATION

University of Wisconsin-Madison | Madison, WI | January 2025 – Expected 2027 | M.S. Clinical & Health Informatics

University of California, Irvine | Irvine, CA | 2022 | B.S. Informatics (Human-Computer Interaction) | GPA (3.7)

SKILLS

Skills (Design & Research): Figma | User Research | Usability Testing | Heuristic Evaluation | Wireframing | Prototyping | User Flows | Interaction Design | Information Architecture | Design Systems | Accessibility (WCAG) | Webflow | Agile | Scrum

Skills (Healthcare): Elation EHR | HIPAA Compliance | Insurance and Referral Verification | Prior Authorization | Clinical Workflows | Patient-Centered Design

Relevant Courses: Evaluation of Health Informatics Solutions | Foundations of Data-Driven Healthcare | Healthcare Operations Management

WORK EXPERIENCE

Urologist Office Administrative Assistant | Urology Clinic | July 2024 – Present

- Complete about 80% of the clinic's monthly prior authorization batch of 700 to 900 requests, plus 10 to 20 new requests every few days, each submitted before the next batch arrives.
- Verify insurance and referrals ahead of visits to reduce scheduling delays.
- Work with insurance providers to secure authorizations and speed up patient access to care.
- Identify terminated insurance coverage during authorization review, then work with staff to update patient insurance information in Elation EHR.
- Resolve scheduling issues and appointment questions for 20+ patients daily.

Digital Strategist | Aspiro Creative | March 2024 – June 2024

- Worked directly with each real estate agent to build a marketing plan around their budget.
- Designed Google Ads campaigns for 7 clients, including 6 display ads shown on the company website. Clicks rose about 60% over three months versus the prior quarter (per the company's Google Ads account).
- Built the company website from scratch in Wix in under a month, a multi-page site with 7 client case studies, then trained the team to edit it on their own.
- Grew combined social and web reach to 5,000+ across Instagram, Facebook, and the new website within 3 months of the company's launch.
- Taught myself Mailchimp and ran the company's first email campaign, sourcing leads by hand from an official real estate database. The campaign brought in 2 paying clients.
- Researched HeyGen and built AI avatars with voice replication for 3 real estate clients, for use in pitch presentations.

VOLUNTEER AND PROJECT EXPERIENCE

UI/UX Design Manager | No Code for All via Develop for Good | December 2023 – February 2024 (volunteer project)

- Led 5 other designers on a client website, running weekly sprints with standups and a task board, and working with the project manager to assign tasks and track deliverables. Launched the site on time.
- Joined weekly stakeholder meetings with the project manager to report progress and manage client expectations.
- When a teammate left mid-project, redistributed their unfinished work across the team and took on extra tasks myself to keep every deadline.
- Taught myself Webflow within a month of the client's request and trained the design team on it.
- Used market research and competitor analysis to reset unrealistic client expectations.
- Built UI components and layouts for a scalable design system that future contributors could extend.
- Oversaw user testing to improve the site's cohesion and functionality.

Product Strategist | Food Distro via Tech Fleet | October 2023 – December 2023 (volunteer project)

- Set up regular communication between 4 stakeholder groups on an open-source web app so priorities stayed aligned.
- Ran market research and competitor benchmarking that found an underserved gap in the open-source web app market and shaped the product direction and roadmap.

- Wrote user stories for the web app to guide design and development.
- Turned research findings into plain summaries for non-technical stakeholders so the team could agree on direction faster.

Lead UI/UX Designer | Tabbe | January 2023 – July 2023 (volunteer, startup competition project)

- Ran interviews and surveys with approximately 20 to 30 users, mostly peers, to find pain points in a payment, rating, and bill-splitting app. Findings informed a redesign of the app's navigation and layout.
- Reviewed mock-ups in detail with the engineer before handoff, so the engineer didn't have to code extra features, and rework stayed low.
- Researched the technical and regulatory requirements for a peer-to-peer payment feature for a UCI business competition entry.
- Ran heuristic evaluations, usability studies, and contextual inquiries to understand what users needed from the app.

Personal Project - UI/UX Designer | Discord Accessibility Feature | June 2023 – January 2024

A self-initiated accessibility design project responding to user complaints about Discord's gg sans font update. It proposes a user-controlled font setting for desktop and mobile.

- Ran a heuristic evaluation of Discord's interface on my own and found accessibility gaps in legibility and font choice after the gg sans update.
- Designed a font customization feature for desktop and mobile that lets users choose from a curated set of fonts chosen for different visual impairments.
- Worked with 2 other designers to produce wireframes, user flows, and personas based on community feedback.
- Published the full process as a portfolio case study, from problem to proposed solution.