Austin Tang

UX/UI and Product Designer | M.S. Candidate, Clinical and Health Informatics

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UX/UI and product designer with an HCI degree from UC Irvine and an M.S. in Clinical and Health Informatics at UW-Madison, expected 2027. I have led a team of 6 designers, run user research, usability testing, and heuristic evaluations, and written user stories and market research for product teams. Most of my design work is volunteer and personal projects, and my daily job in a specialty clinic gives me a close look at healthcare workflows.

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

Skills (Healthcare): Elation EHR | HIPAA Compliance | Clinical Workflows | Patient-Centered Design

Relevant Courses: Evaluation of Health Informatics Solutions | Foundations of Data-Driven Healthcare | Leadership and Organizational Decision-Making in Health Care

DESIGN 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.

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.
- 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.
- 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.
- 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).
- 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.