

Nikki Heyman

UX Designer & Researcher

Contact

Nikkiheyman.com
Nikkiheyman13@gmail.com
Linkedin.com/in/nikki-heyman

Skills

UX Research
User Interviews
Competitive Analysis
Personas
Journey Mapping
Wireframing
Prototyping
Usability Testing
Data Synthesis

Tools

Sketch
InVision
Axure
Marvel
Keynote
HTML/ CSS

Accomplishments

AIGA Chicago Mentor Program 2019

Emerging Leader Scholarship 2017
Oncology Nursing Society,

Director of Social Media 2016–2018
Oncology Nursing Society: MTBR Chapter

Education

Bachelors of Science in Nursing 2012
Lewis University, Romeoville, IL

Licensed Registered Nurse

Experience

UX Designer

Designation, Chicago, IL

9/18–3/19

I collaborated with other designers in an immersive, fast-paced environment to create digital solutions for clients. I conducted user interviews, synthesized findings and developed data-driven products. I produced deliverables including: journey maps, user flows, mid-fidelity wireframes, and interactive prototypes. I also conducted concept and usability testing, and then was able to iterate on my designs and make recommendations based on feedback. My clients included:

Homebuddy

A disruptor to the real estate industry, Homebuddy is a startup which assists first-time homebuyers with the purchase of their first home and it offers a comprehensive concierge service to later assist with home maintenance and repairs. My team and I did a complete redesign of their website to develop a personalized dashboard for users to view information about their home and coordinate service repairs with industry professionals.

The Eric Carle Museum

The Eric Carle, a non-profit picture book art museum, came to our team for a redesign of their website to appeal to its adult audience in a different way. In addition to the redesign, my team and I developed a simple donation system for the site. We created a customized, progressive process which encouraged users to donate and focused on donor appreciation.

Patient Care Coordinator

Cowell Family Cancer Center, Traverse City, MI

8/17–10/18

I oversaw the day-to-day operations of the infusion clinic. I collaborated with all members of the interdisciplinary team and acted as a liaison for other departments within the healthcare organization. I also provided supervisory support to staff, which included assisting with the training and mentoring of new employees on the unit to ensure their success. Additionally, I was involved with spearheading new committees and worked with others to develop new policies and practices.

Registered Nurse

Cowell Family Cancer Center, Traverse City, MI
Northwestern Memorial Hospital, Chicago, IL

4/13–8/17

I worked as an oncology nurse administering chemotherapy, IV medications, and blood products, as well as delivering stem cell transplants. I educated patients about treatment indications and side effects, and was often the liaison between patients and physicians to ensure patient safety. I trained other nurses for many of the new technology rollouts, including a digital drug inventory and an automated medication dispensing system.