

# Nikki Heyman

## UX Designer & Researcher

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### Contact

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### 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 Design Intern** 6/19–7/19  
National Democratic Training Committee, Chicago, IL

I assisted the Product & Tech team with a redesign of their website, which included conducting research through heuristic evaluation and competitive analysis, as well as formulating questions for user interviews and usability testing. Based on the results of our research, I developed mid-fidelity wireframes for the LMS portions of their site.

**UX Designer** 9/18–3/19  
Designation, Chicago, IL

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 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** 8/17–10/18  
Cowell Family Cancer Center, Traverse City, MI

I oversaw the day-to-day operations of the infusion clinic. 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** 4/13–8/17  
Cowell Family Cancer Center, Traverse City, MI  
Northwestern Memorial Hospital, Chicago, IL

I worked as an oncology nurse administering chemotherapy, as well as delivering stem cell transplants. I educated patients about treatment indications and side effects. I also trained other nurses for many of the new technology rollouts, including a digital drug inventory and an automated medication dispensing system.