

RUIHAI YOUNGBLOOD

Product Designer

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ruihaiyoungblood.com

EXPERIENCE

Senior Product Designer → Flatiron Health

Sep. 2021 onwards / Remote + New York City

Designing internal tools to help teams setup, QA, and delivery complex cancer patient datasets.

Senior Product Designer → Aperture Health

Nov. 2020 - Aug. 2021 / Remote + Louisville, KY

As first designer hired, I introduced weekly user research cadence and lean experimentation on new product teams. Contributed to hiring practices and core design skills for new designers.

Led design for Synergy, the core credentialing app, which processes 800k+ healthcare provider files a year. Identified workflow inefficiencies and solutions in file processing through contextual inquiries and rapid prototype testing. Designed a new tool that eliminates a mandatory 45 min. wait that has initially increased file-per-hour from 2.00 to 2.44, an annual savings of \$850k.

Senior Product Designer → VMware Pivotal Labs

Jan. 2017 - Nov. 2020 / Washington, DC

Lead for all stages of design on a product team, from discovery research to visual design. Simultaneously taught clients brand new to UX how to lead the User-Centered Design process. Four clients are now full-time UX designers at Ford, NSA, FAA, and the Army.

Led the FAA's first product team to [public release](#) in six months. We focused on mobile support and readability to accommodate existing usage on both projectors and phones. Immediate positive feedback from the aviation industry convinced FAA executives to fund a second product team.

Graphic Design Lead → The National University Esports League (NUEL)

Jan. 2014 - Jan. 2017 / London, UK

SKILLS

Full-Stack Product Design

Toolkit: Figma, Sketch + Invision, Protopie, HTML + CSS, React Storybook.

User research: contextual inquiry, usability testing, synthesis, user flows, service blueprints.

UX design: rapid prototyping, wireframes, accessibility.

Visual design: UI design, branding, design systems, component libraries.

EDUCATION

Distinction MA in Interaction Design → Loughborough University, 2016

BA in Economics & Politics → University of Warwick, 2014