

Delijah Anderson

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EDUCATION

Arizona State University

Mesa, Arizona

Bachelor of Science in Human Systems Engineering | Focus: User Experience

- Comprehends the relationship between humans and technological systems through research and design. Utilizes technical and analytical skills to understand user behaviors within system databases.
- **Relevant courses:** *Introduction to Programming, Data Visualization, Statistics, Information Technology*

Scottsdale Community College

Scottsdale, Arizona

Associate in Fine Arts with High Distinction

EXPERIENCE

Prosano Health, Phoenix, AZ

Patient Experience Coordinator, Project UX Lead

December 2024 - Present

- Coordinate effective communication between members and providers to improve patient experience. Lead a continuous improvement group to enhance clinic communication, conducting surveys and analyzing data to drive solutions.
- Maintain patient records, ensuring accuracy and compliance with healthcare privacy regulations (HIPAA).
- Served as SME for the Provider Inventory Tool, guiding its transition to a digital platform, and applied UX/HFE principles for usability issues, improved navigation, and streamlined workflows.
- Assisted with insurance verification, billing inquiries, and resolving patient concerns, while upholding company policies and procedures for a positive patient experience.

Akwai Hero's League, Mesa AZ

User Experience Intern

October 2023 - April 2024

- Collaborated with lead designers and project managers to manage project timelines, milestones, and deliverables, to meet 90% of company goals.
- Participated in design reviews to refine project goals and ensure alignment with objectives.
- Conducted research to gather data on user behaviors and pain points to reduce user errors by 10%.
- Utilized research methods that included a competitor analysis to showcase findings of similarities.
- Presented a case study to discuss findings and recommendations to increase user engagement by 20%.

Bed Bath & Beyond, Phoenix, AZ

Sales Representative & Key Holder

September 2020 - July 2023

- Managed POS systems to process transactions, inventory using data entry and technical systems.
- Maintained inventory and assisted with stock management for the availability of over 1000 products.
- Led the training and development of a team of employees on the operation and troubleshooting of cashier and self-checkout machines, ensuring efficient and accurate transaction processing.
- Resolved customer issues and inquiries to enhance customer satisfaction, showcasing professionalism with a customer-focused approach.

SKILLS

Technical Skills: Problem-solving, Team Collaboration, Communication, Customer Success, Interpersonal, User Experience Design, User Research, HTML, CSS, Javascript, Python

Tools: Microsoft Office Suite (Excel, Word, Powerpoint, Outlook, Teams), Figma, Adobe Creative Suite, SPSS, EHR (Athena, Salesforce)