

Lauren Mulrooney

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Aspiring UX designer with a health tech background

LinkedIn | Portfolio

Canadian Citizen

Health operations leader and UX designer bridging clinical expertise with human-centered product design to enhance digital care experiences.

EDUCATION:

University of Ottawa - BSc. Nursing
(French Immersion)
Sept 2016 - April 2020

SKILLS:

Tech: Figma, FigJam, Miro Asana, Adobe, Google Suite

Soft skills: cross-functional collaboration, design thinking, detail-oriented,

Language: Fluent in English, conversational French

UX research skills: user interviews, usability testing, wireframing, prototyping

OTHER EXPERIENCE

Remy App Design - *Design Lead*
Sept 2025 - Present

Various Projects - *Freelance Graphic Designer*
June 2024 – Sept 2025

Toby Redesign - *Volunteer Designer*
Sept 2023 - Nov 2024

Greenway Surgical - *Registered Nurse*
May 2023 – September 2023

CHEO - *Research*
May 2018 – May 2019

PUBLISHED RESEARCH:

Jibb LA, Khan JS, Seth P, et al. Electronic Data Capture Versus Conventional Data Collection Methods in Clinical Pain Studies: Systematic Review and Meta-Analysis [published online ahead of print, 2020 Mar 22].

WORK EXPERIENCE:

Team Lead – *Maple Telemedicine*
April 2025 – Present

- Manage a team of 5 coordinators, 2 specialists and 12 Health Care Practitioners within Care Delivery Operations.
- Optimize virtual care workflows and quality assessment frameworks across high-volume operational channels, improving service delivery efficiency, accuracy, and patient outcomes through data-driven decision-making and process enhancements.
- Develop and scale onboarding, training, and performance management programs that strengthened operational resilience, supported career progression, and improved cross-functional collaboration within clinical and administrative teams.

UX Designer Intern, Sidebar Redesign - *Maple Telemedicine*
Jan 2025 – September 2025

- Collaborated with engineering, product management, and UX designers to align design goals with technical feasibility.
- Redesigned the sidebar for multiple user types (B2C, B2B, B2C), creating interactive prototypes in Figma and mapping workflows in FigJam.
- Created and iterated prototypes in Figma and presented final concepts to stakeholders for approval.

Lab and Referral Operations Specialist and RN Contractor – *Maple Telemedicine*
Sept 2021 – Feb 2024

- Applied user-centered principles to redesign referral workflows, improving provider satisfaction and turnaround efficiency.
- Reviewed clinical test results and provided follow-up recommendations to patients; trained and onboarded new RN contractors, creating reference materials for consistency.
- Collaborated with physicians, provider operations, and excellence teams to resolve specialized cases and improve lab and referral processes.

Registered Nurse – *Vancouver General Hospital Leukemia and Bone Marrow Transplant Unit*
Sept 2020 - Apr 2022

- Conducted assessments, monitored treatment progress, and administered specialized therapies (e.g., chemotherapies, immunotherapies).
- Coordinated with interdisciplinary teams (nutrition, OT, PT, social work) to provide holistic, patient-centered care.
- Provided patient and family education and maintained thorough clinical documentation