

Former Registered Nurse and current healthcare operations leader transitioning into UX design. Combines clinical expertise, user research, and product design to create healthcare experiences that improve patient outcomes and build trust.

EDUCATION:

WORK EXPERIENCE:

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

SKILLS:

Design: Figma, FigJam, Wireframing, Prototyping, Design Systems, User Flows

Research: Moderated interviews, usability testing, findings synthesis, persona development

Product: Workshop Facilitation, Cross-functional Collaboration, AI Experience Design, Healthcare Operations

Language: Fluent in English, conversational French

SELECTED PROJECTS

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

Freelance Graphic Designer
June 2024 – Present

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

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 [2020 Mar 22].

Junior UX Designer (Internal Placement) – *Maple Telemedicine*
Part time January 2026 – Present

- Conducted user research, usability testing, and workflow analysis to identify opportunities to improve patient and provider experiences.
- Owned creation of key flows for Beyond ADHD integration into Maple, bringing concepts through to production-ready designs (~99%).
- Audited the end-to-end user onboarding journey and created prototypes, user flows, and validation studies to inform product decisions.
- Contributed to design strategy discussions around ‘Designing for Trust’, AI-enabled experiences, and user-centered healthcare.
- Researched and explored experience quality improvements through motion, haptics, sound, and microinteractions to inform future product standards.

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

- Collaborated with Product, Engineering, and Design to redesign Maple's sidebar experience across multiple user types, creating and validating prototypes and present final concepts to stakeholders for approval.

Team Lead – *Maple Telemedicine*
April 2025 – Present

- Lead a multidisciplinary team of coordinators, specialists, and healthcare practitioners within Care Delivery Operations.
- Optimize virtual care workflows, quality frameworks, and operational processes to improve service delivery and patient outcomes.

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

- Applied user-centered principles to redesign referral workflows and improve provider experience.
- Collaborated with physicians, operations teams, and specialists to resolve complex care coordination challenges.

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

- Collaborated across multidisciplinary teams to coordinate complex patient care.
- Developed understanding of patient journeys, healthcare systems, and clinical workfl