Rick Evans

6703 Winding Arch Dr, Durham, NC 27713

PROFILE

Designing, Prototyping & Usability testing are my passions — building the best solutions for my customers and breaking down communication barriers across the product team.

EXPERIENCE

Director of Product Experience, Optum, Raleigh NC : 2018 - current
- Created Type 2 Diabetes provider facing medication recommender application to reduce variability in CDOs
- Led strategy and vision for EHR integration to allow clinicians to access Smart on FHIR applications

UX Consultant, User-View, Durham, NC : 2018
- Observed multiple healthcare call center representatives to gather domain expertise to design new CRM tool
- Interviewed Medicare brokers and agency heads to learn what is useful for re-designed portal
- Built task maps and HTML prototypes to help UX team run usability studies on research findings

UX Consultant, MBO Partners, Durham, NC : 2016 - 2017
- Designed and implemented the mother of all healthcare prototypes to foster 5 year vision of customer needs
- Attended 24+ usability studies in clinical context to fully understand needs multiple product requirements

Sr UX Consultant, RoleModel Software, Holly Springs, NC : 2012 - 2015
- Successfully managed 3 different new projects in 3 different industries while being lead UX designer
- Performed user research field studies for 2 new projects to win contacts & completed design for final products

Lead User Experience Engineer, Thomson Reuters, Durham, NC : 2011
- Ran usability tests with 12 different customers before development began on project
- Created 3 different high fidelity prototypes within 1 month for usability testing at customer conference
- Proposed UX portal to solve communication issues between UX, BA's, PM's and external customers
- Developed new tool to generate 12 customer graphical reports which won multi-million dollar contact

Software Developer 4, SAS Institute Inc, Cary, NC : 2007 - 2010
- One of first to implement customer solution using Adobe Flex 3
- Created 2D and 3D planogram viewer for Retail Space Planning
- Added interactive geocoding for address validation when submitting HMDA/CRA loans to FFIEC

Usability Consultant, Glaxo Smith Kline (GSK), Durham, NC : 2006
- Automated manual process and reduced time from 4 hrs. weekly to <15 min. for 20+ biologists
- Worked on agile XP team as designer and developer through 4 production releases in 7 months
- Collaborated with business owner to run usability tests to continually improve design

User Interface Designer, Capital Group Companies, San Antonio, TX : 2004 - 2006
- Completely redesigned knowledge management content system according to usability test findings
- Worked on over 15 enhancements in final 6 months with 10 different developers for ~2000 users
- Introduced working set of 5 Personas for Business Analysts, Developers, Testers and Managers
- Evaluated software solution for training department to save $1000 per class room

Software Developer IV, SAS Institute Inc, Cary, NC : 2002 - 2004
- Created first release of an enterprise Business Intelligence query and reporting web application
- Worked with UI designers and graphic artist to maximize visual appeal of product for ease of use

GUI Architect, Fujitsu Network Communications, Raleigh, NC : 1999 - 2001
- Eliminated usability problems in editor application by complete redesign using customer feedback
- Created UI guidelines for product to ensure application consistency & ease learning curve for customers
- Reduced multisite communication problems after being assigned as technical lead for GUI

Miscellaneous : before 2000
- Worked in oil industry for 12 years

EDUCATION

Virginia Tech, Blacksburg, VA — Bachelor of Science, Geophysics 1984