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Drew Hartfield

Dedicated UX Designer with a strong background in psychology and empathizing with stakeholders. Passionate about creating meaningful user experiences based on their needs. Experienced in collaborating with diverse stakeholders and possesses excellent communication, empathy, and problem-solving skills. Leverages creativity and attention to detail to deliver innovative solutions.

SKILLS

Technical: Figma, Miro, InVision, G-Suite, Slack, Trello, Zoom, Gimp

UI/UX Design Tools: Surveys, User Interviews, A/B Testing, User Personas, Storyboards, Empathy Maps, Note Taking, Prototyping, Interview Guide

PROJECTS

KidVentures Mobile App Design

Developed a mobile app designed to help parents travel with young children.

Tools: Figma, Miro, InVision, Slack, Zoom, Pen and Paper

PerformaPalooza Mobile App Design

Collaborated with a team to design a mobile app for users to book on-site entertainment.

Tools: Miro, Zoom, Slack, InVision, Figma, Trello

No Dogs Left Behind Site Redesign

Redesigned the website for No Dogs Left Behind a local rescue dog shelter.

Tools: Figma, InVision, Coolors.com, Miro, G-Suite, Zoom

WORK EXPERIENCE

Hart Management, Minneapolis, MN— *Property Manager*

July 2020 - PRESENT

- Completed renovations by effectively communicating between tenants, contractors, vendors, and owners
- Interviewed tenants to identify their experiences at the rental property to provide 100% Satisfaction

- Ensured accurate details while managing lease agreements, tracking expenses, and overseeing property upkeep

OptumCare, Phoenix, AZ — *Clinical Administrative Coordinator*

April 2018 - July 2019

- Contacted in-network providers to gather essential information for the medical review team's evaluation of out-of-network services
- Reviewed medical codes from healthcare professionals, ensuring accurate information without errors

Verizon Wireless, Phoenix, AZ — *Care Advocate*

November 2015 - March 2018

- Exhibited empathic listening skills to connect with customers and understand their experiences, resulting in top performance in customer satisfaction
- Actively listened to customer concerns and identified pain points to deliver the best outcomes, resulting in low transfers and repeat callers

Southwest Network, Phoenix, AZ

— *Clinical Coordinator*

May 2014 - June 2015

- Collaborated with my team of case managers to provide comprehensive support for clients in achieving their goals
- Teamed up with the psychiatrist to complete essential legal paperwork for clients undergoing court-ordered treatment
- Attentively listened to case managers to understand their experiences in providing necessary treatment and meeting clinic standards

— *Case Manager*

June 2013 - May 2014

- Created personalized treatment plans by actively listening and identifying clients' needs
- Conducted meetings with clients to understand their experiences and motivate them to achieve their goals
- Efficiently managed time to deliver treatment plans, conduct home visits, and maintain clinical documentation in alignment with regional behavioral health authority standards, ensuring error-free execution

EDUCATION

University of Minnesota, Minneapolis, MN — *Certificate in UX/UI Design*

March 2023 - September 2023

Concordia University-Nebraska, Seward, NE — *Bachelor of Arts in Psychology and Behavioral Science, Minor in English*

September 2003 - December 2007