

Karen Galera

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SUMMARY

Product designer with a background in healthcare, specializing in simplifying complex workflows into accessible, intuitive solutions. Proven ability to work autonomously while balancing diverse user needs and collaborating with cross-functional teams to deliver high-impact solutions.

EXPERIENCE

QuickMD – Product Designer

SEPTEMBER 2022 - APRIL 2025

- Designed end-to-end patient-facing features across mobile and responsive web platforms to eliminate key friction points, reduce support contact volume, and improve usability
- Streamlined internal workflows to reduce manual effort and improve operational efficiency
- Collaborated closely with cross-functional teams to identify problems, create user flows, validate assumptions, and align on solutions that balance user needs, technical feasibility, and business priorities
- Delivered comprehensive design specs that adhere to existing design standards, maintain consistency, and ensure a smooth developer handoff

breathing.ai – Product Designer

JUNE 2022 - SEPTEMBER 2022

- Redesigned the onboarding and browser extension experience to improve clarity and reduce drop-offs
- Contributed to design discussions and brainstorming sessions while taking ownership of meeting facilitation and maintaining detailed agenda notes
- Drove team growth by conducting interviews for new designers and accelerated their product and team understanding

Mind the Gap Coffee – UX Designer

APRIL 2022 - JUNE 2022

- Designed a customer-facing website for a local business expansion through user research and usability testing to convey their brand story and increase community visibility

EDUCATION

Designlab – Certificate in AI for UX Design

JULY 2025 - PRESENT

IxDF – Certificate in Data-Driven Design: Quantitative Research for UX

APRIL 2024 - AUGUST 2024

Designlab – Certificate in UX Design

MAY 2021 - JANUARY 2022

University of Nevada, Las Vegas – B.S. in Kinesiology

AUGUST 2011 - MAY 2016

SKILLS

Product Design, UX Design, UI Design, Interaction Design, Responsive Web Design, Mobile Design, Concept Ideation, User Flows, Accessibility, User Research, Design Systems, Usability Testing, Basic HTML/CSS

TOOLS

Figma, Jira, Azure DevOps, Webflow, Squarespace, Userlytics