

Tristan Pierce

Senior Product Designer

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SUMMARY

Senior product designer with deep healthcare and clinical software expertise, having owned end-to-end design for an EHR platform serving thousands of mental health practices. Sole designer responsible for modernizing a legacy product, building its design system from scratch, and defining the interaction model for an AI agent system before engineering began. Complementary freelance work spans AI-powered consumer product design and WCAG-driven accessibility. Known for digging past stated complaints to the underlying user need, designing within hard regulatory and engineering constraints (HIPAA, billing, accessibility), and collaborating directly with developers, clinicians, and customers.

EXPERIENCE

Senior Product Designer — Therasoft 2023 – 2026

Clinical practice-management & EHR software for mental health practitioners · Sole product designer · Remote

- **Led end-to-end modernization (4.0 → 5.0)** of a legacy EHR used by thousands of clinical practices — redesigning hundreds of screens across a phased migration while keeping a live product running for existing customers.
- **Grew adoption 5× in six months** by pairing the redesign with a structured rollout: a beta with the platform's largest practices, iterative fixes from real usage, and a library of training videos to ease the transition.
- **Diagnosed a beta regression through direct customer outreach** — practices were reverting to the legacy version because the new calendar lost full-week visibility. Rebuilt the appointment cards into a compact layout that preserved density, and re-released to the general user base.
- **Built the product's first design system from scratch** after discovering none existed mid-project, establishing reusable components, type, and spacing standards that brought consistency across the platform.
- **Redesigned clinical scheduling around how staff actually scan** — surfacing the client name (previously buried under button clusters) and making double-bookings and insurance-eligibility gaps visible, based on research with practicing clinicians.
- **Defined the design-first interaction model for an AI agent system** spanning multiple agent types, with one canonical review-and-approval flow, shared status states, and an audit trail — anchored to a north-star metric of verify, approve, or correct in under 10 seconds. Authored the originating proposal before any code was written.
- **Audited intake integrity across a second migration (5.0 → 6.0)** with a field-level diff of the client intake form, identifying missing billing, insurance, and safety-critical screening fields and turning them into developer-ready tickets.
- **Redesigned the patient-facing Client Portal** around research showing patients wanted two things fast — viewing appointments and making payments — rather than the calendar-style features that had been assumed; simplified payment views to copay and balance.
- **Designed onboarding from nothing** to relieve a small team that couldn't demo and onboard multiple practices per week; created demo videos and built training material in partnership with a university program training new cohorts of therapists.
- **Solved real engineering constraints pragmatically** — when fixed table widths couldn't shrink for smaller screens, introduced horizontal scrolling with sticky columns so critical actions (e.g., Pay Now) stayed visible.
- **Operated cross-functionally** contributing QA testing and marketing support in addition to design — among the most cross-functional members of a small team.

UX Designer — Threemoji (Freelance) 2022 – 2023

AI-powered consumer iOS product · Remote

- **Designed an OpenAI-powered iOS extension** that generates sequences of three emojis from a given phrase; contributed to product creation and ongoing UX improvements alongside a small team hitting its milestones.

Web Designer — Golden Heart Cancer Support (Freelance) 2023 – 2024

Nonprofit cancer-support resource site · Sole designer · Remote

- **Conducted a full accessibility audit against WCAG guidelines** and educated the client on why accessibility was essential to their outreach mission.
- **Rebuilt the site for inclusivity** in WordPress — custom buttons and cards, accessible imagery with ALT tags, and UX-driven layout changes to improve visitor satisfaction and reach.

Graphic Designer — Self-Employed (Freelance) 2020 – 2024

Multi-client branding, web, and layout design · Remote

- **Delivered branding, web design, and layout work** across a range of clients, handling everything from marketing materials to ongoing CMS maintenance on public websites.

Store Trainer — Dick's Drive-In Restaurants 2014 – 2024

- **Trained 100+ employees and cut new-hire turnover 80%** for staff who stayed six months or more — early, sustained experience in training design and team leadership that later informed onboarding work.

SELECTED PROJECTS

- **EHR Platform Modernization (4.0 → 5.0):** Full legacy-to-modern redesign, phased migration, design system, 5× adoption growth.
- **Clinical Scheduling & Calendar:** Research-driven redesign of appointment cards and status signals for front-desk staff and therapists.
- **AI Agent Interaction Model:** Canonical review/approval system, status states, and audit trail for a multi-agent clinical platform.
- **Clinical Intake Redesign:** Field-level audit against billing, insurance, and compliance requirements across product generations.
- **Client Portal:** Patient-facing redesign prioritizing fast appointment viewing and payments.

SKILLS

Design: End-to-end product design, UX research, interaction design, design systems, information architecture, wireframing & prototyping, usability, accessibility (WCAG).

Domain: Healthcare / EHR, clinical workflows, HIPAA-aware design, billing & insurance flows, AI agent UX, patient-facing portals.

Tools: Figma, design-to-code workflows, component libraries; collaboration with offshore and in-house development teams.

Cross-functional: QA testing, marketing support, customer research & feedback loops, training & onboarding content.

EDUCATION

Associate Degree, Graphic Design — Seattle Central Creative Academy 2020 – 2022

Seattle Central College · GPA 3.8. Intensive lock-step program covering four years of design curriculum in two, with a strong focus on Human-Centered Design and Engineering (HCDE) and Computer-Human Interaction. Capstone: redesigned Seattle Public Schools navigation into a mobile app.

LICENSES & CERTIFICATIONS

- **Microsoft Reach Design Mentoring Program** — Microsoft.