

Lucille Hinton

www.lucillehinton.com

Summary

Dynamic product designer and researcher, dedicated to building impactful products and services; amplifying patient, clinician, and user voices; and building stronger teams and systems. A proactive partner that enjoys working in innovative, cross functional environments. Passionate advocate for human-centered and accessible design. Resilient, curious, and bright with a diverse design background.

Experience

Senior Consultant, Experience Research and Design, Fathom Consulting, Minneapolis, MN, March 2024 – present

- Guides clients through the Human-Centered Design process in the healthcare, medical device, and manufacturing industries, shaping products around the needs of users, patients, and clinicians while delivering accessible and scalable user experiences that meet business requirements. Frequently supports 3-5 clients simultaneously.
- Works closely with product and engineering teams, human-factors engineers, marketing and innovation teams, and business stakeholders, acting as the primary resource for all stages of User Experience Design (sketching, prototyping, iteration, refinement and evaluation).
- Designs native apps, responsive web, kiosks, web-connected health monitoring devices, medical devices, smart watches, and other interfaces and systems to WCAG 2.0 AA Accessibility Standards, IEC 62366, and client specific digital design languages. Product portfolio includes: diagnostic monitoring, cardiac rhythm management, renal care, diagnostic imaging, neuromodulation, pharmacy, prior authorization services, provider and administrative dashboards, and EHR integrations.
- Design deliverables: storyboards, user flow diagrams, journey maps, navigation structures, and information architecture; annotated, low, and high-fidelity wireframes; clickable, conceptual, and rapid prototypes; design specifications, developer hand-off files, and product roadmaps.
- Facilitates design workshops, drafts design proposals, plans and conducts early discovery research through usability research, analyzes research findings, and makes recommendations to support use cases, user journeys, and product roadmaps. Supports and plans human-factors formative studies in preparation for FDA and CE Mark submission and authors heuristic analysis reports for interfaces, devices, and instructions for use (IFU).

Product Designer, Foundry, Minneapolis, MN, August 2021 – January 2024

- Designed digital products and advocated for user-centered product roadmaps and strategies in an agency setting for direct to consumer and B2B products, frequently balancing upwards of 4 clients simultaneously.
- Facilitated collaboration with product, engineering, innovation, and business stakeholders to ensure consistency in alignment, user statements, problem and opportunity spaces, business strategy, brand representation, style direction, and accessibility standards.
- Digital product deliverables: native mobile, responsive web, and internal systems application designs; annotated, low and high-fidelity wireframes; clickable, conceptual, and rapid prototypes; developer hand-off files, client and term glossaries, product value and release impact documentation; marketing websites, presentations, and advertisements.
- Research techniques: concept, usability and product testing; contextual inquiry; cognitive walkthrough and ethnographic observation; rapid design and research sprints including generative workshops; qualitative and quantitative studies; comparative/competitive analysis; secondary research; user experience audits including visual, heuristic, and accessibility analysis.
- Research deliverables: product road maps, customer journey and touch point maps; research, strategy, and process proposals and protocols; findings and recommendations reports, decks, and infographics.

User Experience Design Studio Intensive, Prime Digital Academy, Minneapolis, MN, February 2021 – August 2021

- Studied user experience design principles and frameworks. Designed, tested, and iterated on prototypes and wireframes for community organizations and businesses.

- Mapped information architecture, roadmaps, user touchpoints, user journeys, user flows and strategies to visually support design intent and add context to user and client goals.
- Clients included: Northstar Behavioral Health, Sole Village, Innuevation (Provision), Legacy Family Center, Finotta, Fathom Consulting, MN SNAP, and Prime Digital Academy

Related Experience

Costume Developer, VStar Entertainment Group, Minneapolis, MN, September 2016 - June 2020

- Administered production line workflow of new and duplicate products, organized resources and talent management to ensure timely project completion for upwards of 20 projects per year with frequent overlap. Conceptualized and fabricated physical products for B2B clients and internal touring productions including: props, ergonomic mascots and puppets; costumes, hats, and accessories.
- Trained upwards of 50 team members and contract employees in production techniques, fabrication skills, and safety procedures (including HAZMAT handling and documentation). Mentored up to 20 direct reports to support performance and morale.
- Created and maintained product documentation, audited and streamlined standard operating procedures, composed and edited instructional, training and safety guides to create a safe and efficient workspace.
- Clients included: General Mills, PetCo, MN United, Sanrio, Nickelodeon, *Paw Patrol Live!*, *Trolls Live!*

Props & Crafts Artisan, Lead Assistant, FiTA Studios, Washington, DC, October 2009 – June 2016

- Administered workflow, responsible for resource management and training for 5+ contract employees. Ensured timely project completion for upwards of 30 projects per year with frequent overlap.
- Conceptualized, fabricated, procured and restored: props, furniture, costumes, accessories, masks, puppets, mascots and scenic elements for over 100 theatre productions, special exhibits, commercials and documentaries.
- Clients included: Ford's Theatre, The Library of Congress, Wolftrap Opera, Busch Gardens, National Geographic

Skills

- Technical: product design; user experience and user interface design; innovation, strategy, and fabrication; accuracy and attention to detail; writing and storytelling; project and resource management; presenting and public speaking, workshop facilitation
- Interpersonal: active listening; empathetic communication; mentoring; coaching; adaptability and flexibility; comfort with ambiguity; personal and intellectual autonomy

Tools

- Design/Prototype: Figma, Sketch, Webflow, Adobe CS
- Collaboration: Mural, Miro, Figjam, Invision, Slack, Teams, Jira

Education & Certifications

User Experience Design Certification

Prime Digital Academy, Minneapolis, MN
June 2021

Information Technology Fundamentals Certification (ITF+)

CompTIA, Minneapolis, MN
December 2020

Bachelors of Fine Arts: Theatre Arts Design and Technology

Minnesota State University, Mankato, MN
July 2008

Memberships & Volunteer Positions

Women's Health Leadership TRUST (WHLT),

Minneapolis, MN
Member as of 2025

User Experience Professionals Association of MN (UXPA MN), Minneapolis, MN

Member 2021 – 2025
Associate Treasurer – 2022
Treasurer – 2023