

May Phan

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Skills and Tools: Figma, Interaction Design, Visual Design, UI/UX Design, Information Architecture, Design Systems, Prototyping & Wireframing, Design Documentation & Specs, Digital Product Design, UX Research, Usability Testing, Design Strategy, Service Design, AI Interaction Design, Adobe Creative Suite, Webflow, Dovetail, Confluence, HTML/CSS/JS, AI-assisted design (Claude, Copilot)

Work Experience and Projects

Boston Scientific

User Experience Designer I | April 2026-Present | Arden Hills & Rochester, MN

- Designing changes to Portals, an external practice portal used by physicians, facility managers, and other healthcare providers to view and manage dense clinical data for patients and care staff, working with a principal UX designer, Human Factors, and development teams ahead of a major FDA submission.
- Produced 20+ UX changes and 5+ full pages of new and reworked functionality for Portals and its physician app, BG Sync, with more in progress. Authored the accompanying interaction and design documentation, approved by the Architecture Review Board (ARB) for development.
- Redesigning a set of internal tools into more guided experiences for the internal users, ECG technicians, and physicians who read and process cardiac-monitoring data. Partnering cross-functionally to bring designs into development.

User Experience Design Intern | June 2025-March 2026 | Arden Hills & Rochester, MN

- Designed an instructional, patient-facing chatbot that walks patients through at-home setup for 8 cardiac monitoring kits, replacing a dense printed manual to reduce support call volume. Completed the full design with approval from regulatory and the cross-functional team. Deferred as a non-urgent tool.
- Conducted UX research and proposed an exploratory redesign of an internal sales-portal configuration tool, focused on bulk workflows, information organization, and navigation. Delivered prototypes and documentation as a foundation for further work.

AbbVie

UX and Service Designer | April 2024-May 2025 | North Chicago, IL

- Prototyped exploratory agentic AI interactions for the primary internal employee AI tool, investigating automation levels, transparency models, and interaction design patterns, with the potential to impact 50,000+ employees.
- Led the redesign of an internal sales dashboard enabling district managers to assess team performance metrics faster, working within a small cross-disciplinary team and building the prototype on AbbVie's internal design system.
- Synthesized user research into journey maps, service blueprints, systems maps and future roadmaps spanning global import/export and internal tech-policy workflows, informing human-centered solutions for internal tools. Helped facilitate service design workshops.

Sponsored Class UX Projects and Graphic Design Roles

Southwest Airlines (Jan-Mar 2025) | Procter & Gamble (Sep-Dec 2024) | id8 UI/UX Designer (Mar 2023-Jan 2024) | Graphic Design Internships: NCSA, UIUC Housing Marketing, EnterpriseWorks, AbbVie (Sep 2021-Mar 2024)

Education

Northwestern University

MS in Engineering Design Innovation | Fall 2024-Spring 2026 | GPA: 3.95

Interdisciplinary program focused on digital product and interaction design, combining visual design craft with strategic thinking. Coursework in adjacent focus areas, with projects across consumer-facing products and emerging technologies.

University of Illinois Urbana-Champaign

BFA in Graphic Design | Fall 2021-Spring 2024 | GPA: 3.93