

# ERIK OLSEN

Bellevue, WA | 425.442.8016 | erik@justLivingTheDream.com | linkedin.com/in/erikolsen23 | www.justLivingTheDream.com

## UX DESIGN LEADER: HEALTHCARE | GAMING | ENTERPRISE SAAS | 10 US PATENTS

**From U.S. Army Ranger to Design Leader with a 20-year portfolio of success** I have delivered business-critical design solutions for products and services at leading technology organizations in healthcare, education, gaming, entertainment, and retail, including Amazon, Microsoft, Boston Children's Hospital, ClinicMind, SMART Technologies, Valve Software, Xbox, NextGen Healthcare, and more. Skilled in leading teams to foster innovation and collaboration, I am committed to leveraging human-centered design to drive creative problem-solving, and I am passionate about elevating designers to do the best work of their careers.

- **Big-picture business & design strategist**, with solid tactical execution, project management, and cross-functional leadership skills.
- **Reputation as servant leader skilled in building, leading, mentoring, motivating, and empowering** high-performing teams.
- **Holder of 10 US Patents** for innovations with Amazon Game Studio and Amazon Special Projects.
- **Broad design experience:** UX, UI, Product, Service, Graphic, Web, Mobile (Android and iOS), Interaction, Visual.
- **Technically proficient in:** Claude-Code, Figma, Sketch, Zeplin, Axure, InVision, Miro, Adobe CC (i.e. Photoshop, Illustrator, After Effects, Final Cut Pro), Java/CSS/HTML, JIRA, Confluence, Notion, UserTesting.com, SurveyMonkey, Midjourney, ChatGPT.

### CORE COMPETENCIES

UX & Product Design Management | Team Leadership | Training & Development | Resource Allocation | Workshop Facilitation  
Cross-functional Collaboration | Human-Centered Design | Design Thinking | Product Strategy | Mobile App Design  
Atomic Design | Prompt Engineering | Data Analytics | Stakeholder Interviews | Relationship Management  
Usability Testing | User Research | Journey Mapping | Rapid Prototyping | Wireframing | Art Direction

### EXPERIENCE

**CLINICMIND**, Belleair Bluffs, FL (Remote)

2024-2026

#### HEAD OF DESIGN

Led design strategy, team infrastructure, and the end-to-end redesign of complex clinical and billing workflows for a US-based EHR and RCM platform, in close partnership with product and engineering.

- Designed Telehealth Clinician Interface unifying virtual visits, patient charting, and schedule management in one session view, ensuring clinicians never lose sight of patients while AI Scribe captures session notes and the waiting room remains in view.
- Redesigned Care Plan Creator/Editor with flexible plan and service-level discounting, prompting clinician responses like *"I've never used care plans before because they're too complicated, but if they're going to be this easy and powerful, I will definitely start."*
- Replaced 4 fragmented payment entry points with 1 unified transaction modal while also delivering long-requested ability to apply payments to specific charges, view patient balance and credit snapshots, and support multi-dimensional earmarking.
- Established Design Reporting Cadence eliminating the CMO's daily design reviews entirely, replacing them with structured weekly and biweekly touchpoints that elevated team morale and emboldened creative exploration.
- Managed and restructured design team from 4 to 2, maintaining output with reduced headcount while expanding design influence beyond Product into Marketing, all the while receiving consistent recognition for delivery speed and solution quality.

**NEXTGEN HEALTHCARE**, CA (Remote)

2023-2024

#### CORE SERVICE DESIGN MANAGER

Led a team of 5 Designers and 5 Researchers, embedding Design Thinking and Human-Centered Design methodologies across a product org managing 80+ products.

- Established strategy to decentralize UX research, aimed at empowering product teams and potentially doubling research capabilities, laying groundwork to enhance product development efficiency while bolstering user empathy in under 3 months.
- Coached designers and guided their evolution by enriching their understanding of UX Design Thinking principles, enabling them to lead projects, meetings, and workshops using enhanced strategic insights and user-centric approaches.
- Led initial development of comprehensive design system aimed at unifying company's suite of 80+ products, including facilitation of cross-team discovery workshops to gather UI component data across 14 products, securing early engineering buy-in.

## EXPERIENCE (CONT.)

**BOSTON CHILDREN'S HOSPITAL: VACCINES.GOV**, Boston, MA (Remote)

2021–2023

### PRINCIPAL DESIGNER

Retained on contract by Boston Children's Hospital to receive design handoff of Vaccines.gov from The White House's U.S. Digital Service Team, spearheading design solutions that facilitated team updates to the site within hours following new CDC releases.

- Slashed design and development times by 70% and 40% respectively, and ensured design consistency across site by creating atomic design system that enabled team to smoothly transition to component-driven development process.
- Optimized vaccines.gov UX with rapid high-fidelity prototypes and frequent usability tests, achieving multiple improvements including 25% higher user accuracy and quicker task completion while also scaling number of vaccine options on the search page.
- Regularly facilitated cross-functional workshops to gather insights, aligning team and stakeholders around shared vision.

**SMART TECHNOLOGIES**, Seattle, WA

2018–2020

### CREATIVE LEAD / SENIOR UX DESIGNER

Directed cross-functional design initiatives to seamlessly integrate global features and services across SMART's diverse digital product catalog, ensuring cohesive user experiences on web, mobile, and interactive display platforms.

- Led cross-product team initiative to seamlessly integrate new multi-region support features and user flows into all of SMART's digital product experiences.
- Drove successful migration of 40,000+ active European accounts to new European servers after streamlining SMART's multi-regional support features and user flows.
- Improved efficiency and user satisfaction scores by 228% by enabling automated software provisioning for schools and districts in SMART's Admin Portal.
- Aligned cross-functional teams by creating UX artifacts to foster mutual understanding of current state and future solutions.

**AMAZON / AMAZON GAME STUDIOS**, Seattle, WA

2011–2016, 2017–2018

### CREATIVE LEAD / SENIOR UX & UI DESIGNER

Chosen by Senior Leadership to drive design of 2 CEO-initiated projects, numerous game interfaces, game and studio marketing materials, and product concepts for high-profile clients such as Disney and Lucasfilm's Star Wars franchise.

- Developed and executed design strategy for Amazon Game Studio website, and transformed it into compelling recruiting tool that played pivotal role in Game Studio's explosive 355% 2-year growth.
- Pioneered key step in Amazon Game Studio's development workflow by introducing proof-of-concept animatic that defined project vision so clearly it became a mandatory standard for aligning stakeholders and studio heads across all game teams.
- Played pivotal leadership role in reimagining cutting-edge virtual tour platform, Amazon Explore, resulting in higher user satisfaction scores and positive feedback from guides and customers, establishing it as a premier virtual tour experience.
- Crafted 3min video game trailer in 36hrs, incorporating dramatic After Effects animations and visuals, for studio's new game title; received high acclaim and showcased during companywide all-hands meeting to 15,000+ employees at KeyArena, Seattle.
- Collaborated on several R&D concepts, and earned formal recognition as Inventor on 10 US patents.

## EARLY CAREER HISTORY

**Senior Designer** Tag Creative Studio | **Team Lead & Senior UX Designer** Xbox.com, Microsoft | **Senior UX Designer** Steam, Valve Software | **Visual Designer** RealNetworks | **Owner & Web Designer** SplitVision Creative | **Airborne Ranger** US Army

## ACADEMIC BACKGROUND

**Bachelor of Fine Arts in Design, cum laude** | Cornish College of the Arts  
**UX Management: Strategy & Tactics** | The Interaction Design Foundation

## US PATENTS

Amazon Technologies, Inc. 2015.

### **STYLE BASED PROFILE MANAGEMENT**

U.S. Patent 9,086,746 B1, filed January 22, 2014, and issued July 21, 2015

Amazon Technologies, Inc. 2015.

### **TOUCHSCREEN INPUT DEVICE WITH IDENTIFIER**

U.S. Patent 9,122,334 B1, filed January 22, 2014, and issued September 1, 2015

Amazon Technologies, Inc. 2016.

### **CONFIGURATION OF A PROFILE ASSOCIATED WITH A STYLUS**

U.S. Patent 9,383,839 B1, filed December 8, 2014, and issued July 5, 2016

Amazon Technologies, Inc. 2016.

### **VIRTUAL SCREEN BEZEL**

U.S. Patent 9,389,703 B1, filed June 23, 2014, and issued July 12, 2016

Amazon Technologies, Inc. 2016.

### **COORDINATED STYLUS HAPTIC ACTION**

U.S. Patent 9,430,106 B1, filed March 28, 2014, and issued August 30, 2016

Amazon Technologies, Inc. 2017.

### **STYLUS WITH CONFIGURABLE HARDWARE SETTINGS**

U.S. Patent 9,746,943 B1, filed December 8, 2014, and issued August 29, 2017

Amazon Technologies, Inc. 2017.

### **TOUCHSCREEN INPUT DEVICE BASED CONTENT SHARING**

U.S. Patent 9,836,134 B1, filed January 22, 2014, and issued December 5, 2017

Amazon Technologies, Inc. 2021.

### **GENERATING INTERACTIVE CONTENT USING A MEDIA UNIVERSE DATABASE**

U.S. Patent 10,970,843 B1, filed June 24, 2015, and issued April 6, 2021

Amazon Technologies, Inc. 2021.

### **ALIGNMENT AND CONCURRENT PRESENTATION OF GUIDE DEVICE VIDEO AND ENHANCEMENTS**

U.S. Patent 10,970,930 B1, filed August 7, 2017, and issued April 6, 2021

Amazon Technologies, Inc. 2022.

### **CUSTOM QUERY OF A MEDIA UNIVERSE DATABASE**

U.S. Patent 11,513,658 B1, filed June 24, 2015, and issued November 29, 2022