

HARUMI S. PATZY-MENESES

Harumi.s.essence@gmail.com | 616-264-0920 | Grand Rapids, MI | Open to Relocation |
| [LinkedIn Link](#) | [Portfolio Link](#) |

UX/UI Designer

EXPERIENCE

Clerk II

Kent County Health Department, Grand Rapids, MI
02/2024 – 09/2025

- Managed intake flow for 22–40 clients daily, improving check-in efficiency and documentation accuracy in a regulated healthcare setting.
- Coordinated dual clinic calendars and appointment types, reducing scheduling conflicts and service delays.
- Ensured HIPAA-compliant records while collaborating with an 8-member medical team.
- Provided bilingual (English/Spanish) client support to increase accessibility and clarity.

Women's Department Coordinator / Associate

TJ Maxx, Grand Rapids, MI
10/2022 – 12/2023

- Supported operations across 6 departments in a high-volume retail environment, maintaining structured merchandising systems.
- Assisted hundreds of customers daily during peak shifts, strengthening service efficiency.
- Trained 8–10 associates annually, improving onboarding clarity and cross-department adaptability.

Secretary

Burton Middle School, Grand Rapids, MI
01/2021 – 10/2021

- Managed records for ~400 students, improving documentation reliability through structured digital systems.
- Processed 3–4 monthly transfers while ensuring FERPA compliance and accurate tracking.
- Coordinated bilingual communication to improve accessibility for families and external districts.

PROJECTS

Modulo — Sustainable Furniture App & Responsive Website | Portfolio

- Conducted 9 user interviews and cross-platform usability testing (iOS, mobile web, desktop).
- Developed personas, journey maps, user flows, and product map to guide IA and interaction decisions.
- Designed low- and high-fidelity prototypes addressing key drop-off points and improving navigation clarity.
- Built reusable UI components to ensure cross-device consistency.

Amazon Checkout UX Research | Portfolio

- Led qualitative research with 8 participants, identifying 5 recurring usability friction points.
- Synthesized findings into 3 research-backed recommendations to improve checkout clarity and efficiency.

BloomBuddy — Mobile Habit App | Portfolio

- Conducted competitive analysis of 4 apps to define usability direction.
- Built low- and high-fidelity prototypes in Figma and iterated through 5-user usability testing.

EDUCATION

UX/UI Design Certificate — TripleTen, 2026

BA, Business Administration & Visual Arts — Aquinas College, 2020

SKILLS & TOOLS

User Research | Usability Testing |
Information Architecture | User Flows |
Journey Mapping
Interaction Design | Wireframing |
Prototyping | Responsive Design |
Design Systems

Tools: Figma | FigmaJam | Otter.ai |
HubSpot