

ROSE AGENOR

roseagenor@gmail.com · (813) 841-8512 · roseagenor.com · Atlanta, GA

PROFESSIONAL SUMMARY

UX designer uniquely positioned for Health Technology UX, with a rare combination of formal design training and firsthand clinical experience. 10+ years across customer-facing and healthcare roles, brings authentic understanding of care team workflows, patient pain points, and the complex systems health tech products are built to improve. Certified in UX Design with hands-on experience in user research, usability testing, wireframing, prototyping, and frontend development.

CORE SKILLS

UX Research & Design: User interviews, affinity mapping, usability testing, user personas, wireframing, prototyping, information architecture, design systems

Design Tools: Figma, Sketch, Adobe Photoshop & Illustrator

Frontend Development: HTML, CSS, JavaScript

Healthcare Domain Expertise: Epic EHR, ambulatory care workflows, health literacy, HIPAA compliance in digital products, patient-centered design

CASE STUDIES

LAVI — *Health Literacy App* · roseagenor.com/lavi

- Designed a mobile health literacy app for Haitian and Spanish-speaking immigrants to navigate U.S. healthcare systems, addressing critical language and accessibility barriers in health information access.
- Led end-to-end UX process: in-person and remote user interviews, affinity mapping, user personas, and moderated usability testing with target users.

Cerebloom — *Responsive Mental Health App* · roseagenor.com/cerebloom

- Designed a responsive mental health mobile app from conceptualization to high-fidelity prototype, spanning research, wireframing, iterative usability testing, and a final design system.
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WORK EXPERIENCE

UX Design Program | *CareerFoundry* | Oct 2023 – Jun 2024

- Completed an intensive UX program spanning research, interaction design, and frontend development, producing two end-to-end case studies (LAVI, Cerebloom) using professional UX methodologies.
- Built and published a responsive personal portfolio (roseagenor.com) from scratch using HTML, CSS, and JavaScript.

Patient Care Coordinator | *Emory Healthcare — Vascular Surgery* | Feb 2022 – Jan 2023

- Operated daily within Epic EHR and cross-functional clinical systems, developing firsthand insight into workflow friction and usability challenges that healthcare UX is designed to solve.
- Served as the primary patient-facing liaison between patients, surgeons, and multi-departmental teams, building deep empathy for users navigating complex, fragmented, high-stakes healthcare experiences.
- Coordinated with outside facilities and vendors across referrals and continuity of care, demonstrating systems thinking and advocacy for the end user across disconnected processes.

Certified Clinical Medical Assistant | *Emory Healthcare — Vascular Surgery* | Feb 2021 – Feb 2022

- Worked at the intersection of clinical care and digital documentation in a high-volume ambulatory clinic, gaining direct insight into the workflow pressures and pain points health tech products are built to address.
- Documented all patient encounters in Epic EHR, developing fluency with enterprise healthcare software from the end-user's perspective.

Bartender & Server | *Maggiano's Italian Restaurant* | Mar 2019 – Present

- Contributes to 10+ years of continuous customer-facing experience, reinforcing strong interpersonal skills, high-pressure adaptability, and empathy for diverse user needs.
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EDUCATION & CERTIFICATIONS

UX Design Certification — *CareerFoundry* | Jun 2024 *UX Immersion · UX Research · Frontend Development for Designers*

B.S. Biology | Minor: Chemistry — *Florida Gulf Coast University* | Dec 2018 *Pre-Professional Health Concentration*

A.S. Computer Science — *Miami-Dade Community College* | Jul 2015

Certified Clinical Medical Assistant (CCMA) — *National Healthcareer Association* | Nov 2020