

Chris Baggott

User Experience / Product Designer

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EXPERIENCE

Publicis Sapient

User Experience Designer

Clients: Genentech (Health), Williams (Energy)

Chicago, Illinois

Jul 2021–Aug 2023

- Designed and built a modernized web app for Williams as part of a cross-functional team; Led a client workshop to gather needs and collaborated with product and engineering teams to prototype new concepts such as a user dashboard with custom data visualization
- Transformed an outdated UI through the creation of a new design system and spearheaded the redesign of complex features with some involving 100+ high-fidelity prototyped pages; Automated key tasks that were hindering productivity in the old system, saving hours of time for users on admin tasks
- Created UI kits for brands in the Genentech portfolio as part of a broad effort to improve the accessibility and user experience of their websites; Achieved proficiency in web accessibility standards for use in brand audits and QA
- Owned, improved, and maintained designs for the financial support process, working with content strategists to create a highly adaptable user-friendly template for desktop and mobile that could be deployed across all of Genentech's brands

UIC Institute for Healthcare Delivery Design

Service Designer

Chicago, Illinois

Nov 2023–Present

- Led research activities for a large clinical trial program to create detailed process diagrams, journey maps, and service blueprints to identify needs; Designed human-centered improvements while serving as the voice of the participant in collaboration with the principal investigator and site personnel
- Created a study startup playbook for on future trials; Documented experience best practices along with key questions and materials that improve recruitment, retention, and overall participant experience

Northwestern Medicine

Design Intern

Chicago, Illinois

Jul 2020–Sep 2020

- Developed, prototyped, and tested novel solutions to improve care delivery in the hospital intensive care unit (ICU)
- Conducted quantitative and qualitative research in the ICU setting to understand needs of clinicians, patients, and families through activities like card sorting and co-design sessions; Translated clinical observation into meaningful frameworks, insights, and design directions

SKILLS

UX

Prototyping
Wireframing
User research
Service design
Workshop facilitation
Design systems
User flows/Journey maps
Accessibility/WCAG
UX strategy
Agile methodology

Tool Proficiencies

Figma
Adobe Suite
Sketch
Mural/Miro

EDUCATION

Northwestern University

Sep 2019–Dec 2020

M.S. Engineering Design
Innovation

The Ohio State University

Aug 2013–May 2017

B.S. Biomedical
Engineering
Neuroscience Minor

RECOGNITION

Journal article co-author on design in healthcare // Thesis spotlight from Northwestern design institute // Ohio State Eminence Fellow and summa cum laude graduate // Publicis Sapient blog contributor