



Valerie Figueroa

UX/UI Designer



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Intro

I am passionate about crafting exceptional user experiences and solving complex problems through design. My background in the healthcare industry has given me a unique perspective on user-centered design, blending creativity with empathy to create meaningful solutions.

Experience

CarePlus

2021 - Present **Claims Representative**

- User-Centric Solutions
- Empathy-Driven Approach
- Effective Collaboration
- Swift Problem Solving
- Research & Data Analysis
- Attention to Detail
- Quality Assurance
- Time Management
- Documentation and Continuous Improvement

Skills



Figma



Photoshop



Illustrator



InDesign

Spanish



Native

English



Fluent

Education

DesignLab

2022 - 2023 **UX Academy**

- User Research, Competitive Research
- Sitemaps, Information Architecture
- User Personas, User Journeys
- Wireframes, Prototyping
- User Interviews, User Testing

Full Sail University

2017 - 2018 **Graphic Design Associate**

- Design & Art Theory
- Graphic Principles I, II & III
- Typography & Page Layout
- Digital Publishing
- Color Theory
- Logos & Symbols
- Creating a Brand Experience

Experience continued

TTI, Inc.

January 2021 - June 2021 Outdoor Event Marketing Specialist

- Campaign Management
- Event Coordination
- Brand Promotion
- Customer Education
- Inventory Management
- Data Analytics
- Market Research

Delta Dental

October 2019 - January 2021 Claims Specialist & Group Service Representative

- User Centric Problem Solving
- Guidelines Compliance
- User Satisfaction Optimization
- Timely Issue Resolution
- Efficient Workflow Management
- Meeting Production Targets
- Clear and Effective Communication

MedData

April 2018 - September 2018 Bilingual Patient Advocate

- Eligibility Assessment
- Aid Program Facilitation
- Effective Communication Skills
- Empathetic Support
- Problem-Solving
- Interview and Assessment
- Document Processing

Other Experiences

December 2018 - August 2019 Molina Healthcare, Member Engagement Specialist

April 2016 - November 2017 Delta Dental, Data Entry & GSR

September 2014 - February 2016 Hoyos Labs, Support Specialist