# JILL BALLANDBY

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Portfolio Website

## EDUCATION

University of Minnesota - Minneapolis, MN *09/2024*
**Certificate of UX/UI Design**

Savannah College of Art & Design - Savannah, GA *06/2021*
**Bachelor of Arts**: Visual Communication

Century College - White Bear Lake, MN *06/2015*
**Associate of Arts**

## PROFESSIONAL SUMMARY

As a highly detail-oriented and innovative UX/UI Designer, I bring a unique combination of creative expertise and a solid background in healthcare. With a Bachelor's degree in Visual Communication, I have developed a strong foundation in design principles, visual storytelling, and user interface development. My experience in healthcare has given me valuable insight into the importance of empathy and user-centered solutions, which I am eager to apply in the digital design space.

## SKILLS

- Power Automate
- Squarespace
- Microsoft Visio
- Figma/Figjam
- Basic CSS/HTML
- UI Design
- Wireframing
- Prototyping
- Usability Testing
- Data analysis
- UX Research

## RELEVANT EXPERIENCE

**Lead Therapy Management Pharmacy Liaison** *05/2018 - Current*
Fairview Pharmacy Services - Minneapolis, MN

- Developed and implemented new and existing standard operating procedures and user workflows
- Created interactive task boards using Power Automate through Microsoft Teams to streamline workflow
- Involved in website redesign meetings with third party design companies
- Developing relationships and communicating between stakeholders and patients to identify and eliminate barriers to provide exceptional care.

## NON-RELEVANT EXPERIENCE

**Home Infusion Pharmacy Coordinator** *04/2016 - 09/2020*
Fairview Pharmacy Services - Minneapolis, MN

- Developing relationships with stakeholders in a fast-paced, complex pharmacy environment.
- Coordinating daily schedules and deliveries of infusion medications and supplies for patients

**Inventory Technician** *01/2015 - 04/2016*
Fairview Pharmacy Services - Minneapolis, MN

- Billing of clinically administered medications, inventory management, stocking and maintenance of Pyxis machines, maintaining pharmacy records.

**Fulfillment Technician** *06/2014 - 01/2015*
Fairview Pharmacy Services - Minneapolis, MN

- Packaging and labeling medication orders, filling prescriptions manually and with semi-automated equipment.

**Lead CPhT** *07/2011 - 06/2014*
CVS Pharmacy - Woodbury, MN

- Customer service, inventory and budget management, problem-solving, creating workflows and training staff.

## CERTIFICATIONS

- National Pharmacy Technician Certification
- Minnesota Board of Pharmacy Registration