

DAVID PINDRYS

Senior Product Designer | Complex End-to-End Workflows, Accessibility, Design Systems
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SUMMARY

Senior product designer with 10+ years of UX experience, 6+ in healthcare and regulated programs, designing complex, multi-user workflows from problem definition to shipped product. Led design for a Medicaid member portal launched to 40,000+ members, and for an in-clinic refill workflow that cut time-to-refill 70% across 2,800+ clinics. Leads accessibility work: WCAG AA audits, remediation, and the conformance checklists developers build against. Builds reusable pattern libraries and decides when to extend a system versus create a new pattern. Works with product, engineering, clinical, and compliance partners. BFA in Graphic Design and MS in Human Factors Engineering from Tufts.

CORE SKILLS

End-to-End Design: Complex workflows across user types and systems, user flows, information architecture, OOUX, exception and error states, status tracking, responsive and mobile-first design

Accessibility: WCAG 2.1 / 2.2 AA audits and remediation, conformance checklists, keyboard navigation and focus order, accessible form and error patterns, usability testing for accessibility (Deque certified)

Research: Scoping research to de-risk build, usability audits, moderated usability testing, clinician interviews and co-design, in-context pilot observation, synthesis into design direction

Design Systems: Component libraries and interaction patterns in Figma (components, variants, variables, auto layout), pattern documentation, developer handoff

Public Sector & Regulated: Medicaid compliance, U.S. Department of Defense health IT, HIPAA, eligibility and prior authorization workflows, clinical trial protocols

Collaboration: Agile and Scrum, Jira, cross-functional work with product, engineering, data, clinical, and compliance stakeholders

Tools: Figma, Cursor and Claude for functional React prototypes, HTML, CSS, JavaScript

EXPERIENCE

Independent Product Design Consultant | David Pindrys, LLC

August 2023 to present

Senior Product Designer | Clinical Ink (clinical trial platforms and eCOA)

June 2026 to present

- Joined an established product organization mid-stream and ran usability audits across multiple areas of an electronic clinical outcome assessment platform, producing user flows, low-fidelity prototypes, and high-fidelity mobile screens for participant-facing apps.
- Reconcile trial protocol requirements against the app and web portal across Phase 2 and Phase 3 studies with clinical and product stakeholders.
- Designed a reusable error-state pattern for device integrations that pairs cause, technical detail, and resolution, and extend the shared component library with patterns that carry across study builds.

Founding Product Designer | Vinyl Health (AI-assisted EHR, startup)

October to December 2025

- Built a working React prototype of a clinician dashboard where AI-generated summaries trace back to source data, testing where automation should act and where clinicians need explicit control.

Design Researcher | STIQI / NHS Sexual Health Clinics (doctoral research)

January to April 2025

- Led research protocol development, recruiting, and moderated usability testing with clinicians, and synthesized findings into interface recommendations that supported a development funding bid.

Founding Product Design Lead | VEHR Technologies (EHR, startup)

April to August 2024

- Led information architecture for a longitudinal clinical platform, restructuring record review around patterns, trends, and gaps across dense time-series data.
- Built the component and interaction pattern library in Figma from scratch for scalable prototyping and clearer engineering handoff.

Product Design Lead | Dell Children's Health Plan / Ascension (Medicaid member portal)

August to December 2023

- Led end-to-end design and research for a responsive member portal serving 40,000+ members and the parents and caregivers managing their care. Launched enterprise-wide.
- Designed workflows the legacy portal lacked: care team and provider designation, ID card requests, prior authorization review, and in-context claims and status visibility.
- Audited the portal against WCAG AA, specified remediations, and produced the conformance checklist developers built against.

UX Design Lead | Fresenius Medical Care (CareTeamHub point-of-care app)

March 2022 to April 2023

- Designed the in-clinic refill workflow end to end, replacing a paper, fax, and phone process. Cut time-to-refill by 70% across 2,800+ clinics serving 43,000+ patients.
- Mapped the system's objects and relationships and validated them with clinic staff before wireframing, so the interface matched how nurses think about a refill.
- Designed the multi-step submission flow, including exception states found in pilot (expired prescriptions, zero-refill conditions, shipping errors), and iterated on the live build with engineering.
- Established the app's UI architecture and reusable component patterns from the ground up with the principal UX architect, and worked inside sprints with product, engineering, and clinical operations.

Senior UX Designer | UnitedHealth Group (drug-spend analytics)

October 2021 to March 2022

- Designed analytics dashboards for dense pharmaceutical drug-spend data, turning complex datasets into clear visual frameworks for decision-making.

Interim Program Developer & Direct Support Professional | Resources for Human Development

January to November 2020

- Prototyped a replacement documentation system with case managers and a clinical director, within the record-keeping requirements of a human services program, while providing direct support to adults with autism and behavioral support needs.

Senior Designer | Kaiser Permanente (innovation team)

February to July 2019

- Designed data visualizations communicating stroke care outcomes at population and individual patient levels.

UI/UX Design Lead | Conteneo (SaaS, startup)

September 2015 to June 2017

- Led the end-to-end redesign of the Weave platform (acquired by Scaled Agile), including information architecture, navigation, and framework creation tools, and ran customer discovery sessions to prioritize the roadmap.

UI Engineer | Optimal Vision Care Prototype, U.S. Department of Defense health IT contract

2013 to 2015

- Planned and ran formative evaluation of problem list reconciliation in a complex military EHR with practicing physicians. 100% of clinicians rated the method efficient and effective, and findings advanced the program to summative evaluation.

EDUCATION & CERTIFICATIONS

MS, Human Factors Engineering, Tufts University, 2026

Graduate Certificate, Human Factors Engineering in Medical Devices & Systems, Tufts University, 2021

BFA, Graphic Design, Art Institute of Boston, 2011

Certifications: Usability Testing for Accessibility, Deque Systems, 2020 | Object-Oriented UX, 2024 | HIPAA Cyber Awareness Training, 2021