Jackie Nam

Product Designer

health.jackienam.com
jackienam.design@gmail.com
Brooklyn, NY

EXPERIENCE

NYU Langone Health (SoDEC)
UX Designer (Contract)
2026 – Present

Designing a cardiovascular risk hub for clinicians, mapping the provider journey from pre-visit to point of care and turning PREVENT risk scores into clear critical actions.

Mass General Brigham Health Plan
UX Designer
2023 – 2025

Increased portal utilization from 49% to 79% and designed the org's first post-coverage web portal, whose self-service flows cut support requests by **45%** and replaced manual PHI emails.

Vigor Medical Systems
Product Design Lead
2022 – 2023

Facilitated workshops with clinicians and operations leads to design a pulmonary care app for older adults with COPD, reaching **84%** patient retention at three months and a **40%** drop in emergency visits.

Databank
Product Designer
2020 – 2022

Led the web and mobile redesign of a TOEFL prep app, lifting engagement and retention **60%** through user research, usability testing, and A/B testing.

PROJECTS

Dandi
Wearable & app
FigBuild, 2026

Most Impact Award winner. Led interaction design, user flows, and high-fidelity UI for a wearable ear cuff and companion app for hormonal health tracking.

Let's Cook Up a Story
Interactive installation
NYU ITP, 2025 – 2026

Games for Change Best in Learning finalist. Tangible storytelling toy where children learn grammar through play, built with Arduino and p5.js for users with limited hand control and diverse learning styles.

LEADERSHIP

UX Club @ NYU
Mentorship Co-Lead
2025 – Present

Co-lead the mentorship program for NYU's largest design organization, building matching frameworks and programming for **50+** emerging designers paired with industry mentors.

EDUCATION

New York University

M.P.S., Interactive Telecommunications Program (ITP),
Tisch School of the Arts. Expected May 2027.

UC Berkeley

B.A., Media Studies. May 2020.

SKILLS

Design & Research

User research, usability testing, A/B testing, journey mapping, information architecture, wireframing, prototyping, interaction design, design systems, accessibility (WCAG 2.2 AA)

Tools & Technical

Figma, FigJam, ProtoPie, Hotjar, Jira, Claude Code, HTML/CSS, JavaScript, TypeScript, React, Next.js, p5.js, Arduino, GitHub

AWARDS

Most Impact Award — FigBuild, 2026

Best in Learning Finalist — Games for Change, 2026

Prototyping Fund — New York University, 2025

Graduate Scholarship — Tisch School of the Arts, 2025