

PATRICK McCLARY

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SUMMARY

- Multidimensional Senior Design Lead with expertise in UX/UI design & strategy, user research, cross-functional collaboration, stakeholder management & business outcomes
- Proven ability to drive utilization, engagement & retention while improving existing user experiences through data-driven decision making, strategic redesigns & innovative solutions for measurable results
- Skilled in cross-functional collaboration, stakeholder management & storytelling
- Seeks to leverage expertise in product design & user experience to create impactful digital products

SKILLS

- UX/UI Design, User Research, Wireframing, Prototyping, Usability Testing, AI Chatbot & Knowledge Base Design, iOS & Android Mobile Design & W3C/WCAG Accessibility, Information Architecture, Journey Mapping, User Flows
- Product Design, Product Management, Agile Methodologies, Data Analysis, A/B Testing
- Team Leadership, Design Process, Cross-functional Collaboration, Stakeholder Management & Client Management

PROFESSIONAL EXPERIENCE

Lead Product Designer | *Transcarent* | Aug 2022 - Mar 2025

- Led redesign of member-facing homepage, increasing engagement by 40%, for \$2.2 billion health tech company
- Led design integration of the 98point6/Transcarent telehealth platform post \$100 million merger
- Developed a solution that eliminated 100% of zero-result searches for the provider finder tool
- Directed the internal tools team to create critical experiences for client configuration, billing, and payment flows

Associate Director, Instructor & Student Experience | *ThriveDX* | Sept 2020 - Aug 2022

- Managed a roster of 80+ senior-level designers as adjunct instructors
- Contributed to overall program strategy, including student experience & curriculum development
- Served as the point of contact for admissions, recruiting, and instructor success
- Promoted twice within 2 years due to strong performance and leadership

Lead Design Instructor | *Flatiron School* | Mar. 2020 - Aug. 2020

- Facilitated workshops on industry best practices, assessed student work, developed curriculum, served as client liaison & junior designer mentor for 20 students as part of Flatiron's 24-week, full-time design immersive program

UX/Product Designer | *Deloitte Digital* | Apr 2017 - Nov 2019

- Provided UX consulting, research & design for clients including AT&T, Visa, State of Texas & Kroger
- Conducted user research, wireframing, usability testing & high fidelity UI design
- Facilitated workshops, journey mapping & product design strategy sessions with clients
- Served as a primary designer for multiple major pitch projects including with Bose, VF Corp & the State of Texas

Co-Founder & Director of Professional Development | *SeedPaths* | Oct 2013 - Oct 2015

- Launched & operated an educational startup, which ran 8 intensive boot camps that trained 85 students into entry-level software developers, leading 200% salary increase on average
- Designed & facilitated a professional soft skills training program to accompany the software curriculum
- Managed daily business operations including student applications, partner relations & logistics

Sportswriter & High School Educator / Sports Coach | *Multiple* | 2006 - 2013

- Prior to my career in tech, I was a sportswriter (covering the NHL's Colorado Avalanche), a high school English teacher/softball & baseball coach as well as a nonprofit program director serving youth entrepreneurs