

Eric Boggs

Designer

Austin, TX

Eric.alan.boggs@gmail.com

858-886-9929 // ericbog.gs

WORK EXPERIENCE

Senior Designer // Blackboard

Austin, TX // September 2016 – present

I am the creative lead for Blackboard Advise, a web product for academic advisors and instructors that provides them with student risk analytics and outreach tools to support them. Project work has included:

- Leading generative design research efforts related to academic advising and student success
- Core design pillar formation and overarching product design strategy
- Wireframes and visuals for engineers and product management
- Conducting client meetings and evaluative research to review and iterate on current designs and future concepts
- Creation and facilitation of workshops for C-level executives and design team members focused on innovation and collaboration

Interaction Designer // Blackboard

Austin, TX // May 2014 – September 2016

I began my career at Blackboard conducting a 6-month design research project focused on student success and retention. After that time, my efforts focused mainly on ideation and production work for Bb Student, Blackboard's student mobile application. Project work included:

- Creation and testing of mobile and web-based prototypes related to student success initiatives

- Design lead for a variety of mobile features and experiences; over 500K downloads to date across native platform app stores
- Generation of wireframes, visual designs, and animation studies related to desired native implementation
- Coordination with designers, developers, and product managers to ensure sufficient build quality (design QA) before monthly releases

Alumni Director // AC4D

Austin, TX // September 2015 – present

I initially created the AC4D mentorship program, connecting current students to recent graduates, in 2015 as a reaction to the lack of organized mentorship that I felt could have been provided by alumni interested in supporting the current class. This has evolved into an active role in the AC4D community conducting boot camps, events, and social media promotion of the school to recruit new students.

Founder // CareWell

Austin, TX // December 2012 – May 2014

Through a full human centered design process, I conceptualized, built, and tested an initial web prototype and service for unpaid family caregivers focused on simplifying the process of asking for help and distributing caregiving tasks more equitably. I created and implemented the designs utilizing Ruby on Rails, HTML (Bootstrap framework), CSS, and Javascript.

Consultant and Project Manager // athenahealth

Boston, MA // September 2008 – May 2013

I started my professional career at athenahealth as a client facing project manager for their EMR product, athenaClinicals. It was during this time that I learned deeply about the healthcare system in the United States (and specifically, practice medical and billing workflows) through interactions with physicians, nurses, medical assistants, administrators, and practice managers. After first starting as a Project Associate, I was later promoted to Senior Project Associate, and ultimately to a Project Manager role. During my time in grad school studying design, I continued to work part-time as a consultant to small

practices and conducted remote EMR implementation efforts. Responsibilities included:

- Management of internal and client project teams
- Clinic workflow analysis and redesign efforts based on requirements of a new EMR system
- Directed on-site practice assessment consultations and full practice software trainings
- Led over \$3,500,000 in implementation efforts across a variety of medical specialties including family care/primary care, pediatrics, OB/GYN, pediatric oncology, orthopedics, and physical therapy.

EDUCATION

Certificate in Web Development // Makersquare

Austin, TX // November 2013 – January 2014

Certificate in Interaction Design // Austin Center for Design

Austin, TX // August 2012 – May 2013

B.A., Latin American Studies and Pre-Med // Tulane University

Summa Cum Laude

New Orleans, LA // August 2003 – May 2007