Tyler Day
Senior Product Designer
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WORK EXPERIENCE

ConcertoCare   **Oct. 2024 – Present**
Lead Product Designer   *Remote*
- Outcomes: Increased overall call volume by 48% which led to clients receiving the care they needed in a timely manner. Worked with engineers to ensure the new internal tooling would be possible with various API's.
- Responsibilities: Shadowed the sales team and managers to identify gaps in the caller process. Used a mix of field studies, and participatory methods to gather data.
- Identified redundant and time consuming steps in the caller process. Document feature mapping and new flows.
- End to end designs and prototypes of new internal CRM tooling focused on the core functions of client and sales management.

Nuna Health   **Mar. 2023 – Oct. 2024**
Senior Product Designer   *Remote*
- Outcomes: Launched a zero to one patient centered app aimed at rewarding users for healthy habits. 5 stars in the app store. Successful partnership with university.
- Responsibility: Conduct market research, user-testing, feature iteration, led core design of mobile app, prototype full experience, and manage design system.
- Outcomes: Redesigned our dated enterprise software that ultimately led to an 72% increase in sales.
- Responsibility: Collaborated cross-functionally to enhance the scalability and performance of the reporting product within a broader SaaS ecosystem.
- Responsibility: Designed advanced data visualization tools to improve information hierarchy and facilitate decision-making for healthcare administrators.

Circulo Health   **Nov 2021 – March 2023**
Senior Product Designer   *Remote*
- Outcome: Launched our internal data management tool aimed at having a centralized source of truth, and the ability to make connections across every aspect of the business.
- Responsibility: Work alongside data-engineers to research and design and MVP. Led the end to end design process as a solo designer.
- Outcome: Built and launched net new mobile and desktop product aimed at managing direct service providers.
- Responsibility: Initial design concepts, user-testing and research, feature planning, prototyping, and design system creation.

EDUCATION

California State University Long Beach   **May, 2013**
Bachelors in Design   *Long Beach, CA*

SKILLS

Technical: Figma, Spline, UsabilityHub (Lyssna), Adobe Suite, Protopie, Google Suite, Webflow, Framer
Industry: User Experience, User Interface, User Testing, Product Design, Typography, General Web Technology, Agile Human Centered Thinking, Creative Problem solver, Collaboration, Adaptable, Innovative, Attention to detail
Fun: Rock-climbing, keyboarding building, most recently (homelab build and manage).