

Eric Shivers Senior UI/UX Designer / Design Lead

Senior UI/UX Designer and Design Lead with a proven ability to solve complex problems through research-driven, user-centered design, design systems, and cross-functional collaboration in agile environments.

WORK EXPERIENCE

SENIOR UI/UX DESIGNER / DESIGN LEAD

Lurie Children's Hospital, Chicago, Illinois

March 2025 – Present

Design Leadership & UX Maturity Initiatives

- Joined a data and analytics organization with minimal UX maturity and inconsistent design practices; established foundational UI/UX principles to stabilize and standardize enterprise dashboards and digital products.
- Introduced core UI/UX best practices across product, analytics, engineering, and clinical teams, creating a shared design language and improving consistency, usability, and trust in data.
- Identified and replaced ad-hoc visual and interaction patterns with scalable, repeatable standards grounded in accessibility and usability.
- Educated stakeholders on accessibility gaps, including why traditional Red / Yellow / Green status usage was not WCAG-compliant, and guided adoption of clinically appropriate, accessible alternatives.
- Shifted teams from output-driven execution to research-led design, using interviews, workflow analysis, and usability insights to inform product direction and reduce rework.
- Led the creation and adoption of the Lurie Design System for enterprise-wide use across dashboards, internal tools, and executive reporting.

Department of Surgery – Clinical Operations Dashboard

Led the UX design of the Department of Surgery Clinical Operations (Surgeon Scorecard) dashboard, a strategic tool enabling the C-Suite and Division Leadership to evaluate clinical performance, operational efficiency, and access across ambulatory and procedural care.

- Partnered with clinical leadership after an initial stakeholder-provided sketch, reframing the request through UX best practices and design-system standards to ensure scalability, consistency, and long-term maintainability.
- Developed wireframes that balanced executive-level overview KPIs with clearly grouped ambulatory and procedural performance sections, using trend-based data visualizations to tell a cohesive clinical and operational story.
- Conducted in-depth qualitative research through interviews with the Surgeon-in-Chief, Chief Operating Officer, attending surgeons, Division Administrators, and Compensation leadership to determine how best to visualize 16 core KPIs over time.
- Synthesized research findings to identify shared patterns, outliers, and decision-making needs, iterating on wireframes to improve clarity, legibility, and actionability.
- Presented and validated refined designs with senior clinical stakeholders, aligning the final solution with both user needs and enterprise design-system principles—establishing this project as a foundational use case for the Lurie Design System.

Additional Lurie Enterprise Initiatives

- Pioneering Our Future (C-Suite Strategic Scorecard): Supported executive leadership by designing KPI frameworks and visual standards for a system-wide strategic dashboard used to track progress against enterprise priorities.
- Heart Center Service Line Scorecard: Led UX design for a multi-page service-line dashboard, structuring complex clinical and operational metrics into clear, navigable views aligned to leadership decision-making needs.
- Accreditation & Regulatory Readiness Center: Designed a centralized dashboard consolidating hospital licenses and regulatory artifacts into a single source of truth, improving visibility, readiness, and audit preparedness.

Collectively, these initiatives established a consistent, accessible, and scalable UX foundation for executive, service-line, and regulatory reporting across the hospital.



Contact:

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e: eric@822design.com

location: Omaha, Nebraska

Portfolio:

www.822design.com

Education:

University of Iowa

BFA –Graphic Design

Tools:

Figma

Creative Suite

HTML / CSS

Illustrator

InVision

Jira

Miro

Paper and Pencil

Photoshop

PowerBI

Sketch

Tableau

Skills:

A/B Testing

Agile

Brainstorming

Business Strategy

Competitive Analysis

Design Thinking

Enterprise Design

Interaction Design

SME Interviews

Journey Map

Prototyping

Storyboarding

Usability Testing

User Flows

User Research

Visual Design

Wireframing + Concepting

Soft Skills:

Attention to Detail

Collaboration

Communication

Creativity

Empathy

Innovation

Problem Solving

Time Management

SENIOR UI/UX DESIGNER

Kraft Heinz, Chicago, Illinois

June 2022 - August 2024

- Designed and delivered the Maintenance Performance Platform, aggregating 40+ KPIs across 32 manufacturing plants to improve executive and plant-level decision-making.
- Conducted user research with sales, operations, and manufacturing leadership to translate complex business needs into clear, actionable data visualizations.
- Applied and enforced enterprise design system standards and WCAG-compliant accessibility practices across high-fidelity designs in Figma.
- Partnered closely with product managers, engineers, data scientists, and business leaders to align UX strategy with feasibility, viability, and scalability.

SENIOR UI/UX DESIGNER

Concentrix, Omaha, Nebraska

October 2021 - June 2022

- Served as the sole UI/UX Designer on a \$3MM Integrated Transportation Planner application for Union Pacific Railroad.
- Led user research with transportation planners to understand workflows, constraints, and decision-making needs.
- Designed wireframes and high-fidelity prototypes in Figma, delivering accessible, responsive solutions aligned with business and operational requirements.
- Collaborated daily with developers, system analysts, and SMEs to ensure usability and clarity throughout implementation.

UI/UX VISUAL DESIGNER

American Medical Association, Chicago, Illinois

September 2019 - October 2021

- Owned UX and visual design for a large-scale CMS-driven website, establishing a WCAG-compliant design system used across responsive digital properties.
- Redesigned core content templates, contributing to a 30% increase in traffic and supporting overall growth from 1M to 1.8M monthly visitors.
- Executed user-centered digital enhancements that helped increase AMA membership by 6% through improved content presentation and engagement.

UI VISUAL DESIGNER

Blue Chip Marketing Worldwide, Northbrook, Illinois

July 2015 - August 2019

- Designed and delivered 50+ responsive, ADA-compliant websites for national consumer brands within a fast-paced agency environment.
- Collaborated within multidisciplinary agile teams to translate business requirements into scalable digital experiences.
- Presented design concepts and prototypes to internal and external stakeholders.

SENIOR FREELANCE GRAPHIC / WEB DESIGNER

BuzzCo, Chicago, Illinois

SENIOR GRAPHIC DESIGNER

NRC Realty, Chicago, Illinois



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