Naledi Sithole Lead UX/UI Designer

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PROFILE SUMMARY

- **Lead UX/UI Designer** with **13 years** designing healthcare products, now leading the UI of a patient mobile app and patient portal that patients use to book visits, pay bills and message their doctors.
- Works in **Figma** with a shared token library, documents UI patterns in **Zeroheight**, audits with **axe DevTools**, and tracks accessibility fixes in **Jira** with engineering.
- Strongest in **accessible patient screens**, **plain forms for older patients** and **one visual language across iOS, Android and web**.
- Works with 3 product managers, a clinical safety lead and 30+ engineers, and brings testers with disabilities into every major release.
- Leads a team of 4 UX/UI designers, sets the critique format and the definition of done for UI work, and hires for the patient experience team.

TECHNICAL SKILLS

UI Design Tools:	Figma, Auto Layout, Figma Variables, FigJam
Prototyping Tools:	Figma prototyping, ProtoPie
Visual Design Foundations:	Typography, Color systems, Layout grids, Iconography
Responsive & Platform Guidelines:	Responsive design, Apple Human Interface Guidelines, Material 3, Touch targets
Design Systems & Components:	Design tokens, Component libraries, Zeroheight, Storybook
Accessibility Standards & Tools:	WCAG 2.2 AA, Section 508, axe DevTools, VoiceOver, TalkBack
Testing & Handoff Tools:	Maze, UserTesting, Figma Dev Mode, Jira

EDUCATION

Rhode Island School of Design — B.F.A. in Graphic Design — Providence, RI · Sep 2009 to May 2013

Nielsen Norman Group — UX Master Certification — Remote · Mar 2020

WORK EXPERIENCE

athenahealth — Lead UX/UI Designer — Boston, MA · Jan 2019 to Present

- Set the visual language for the patient app and portal, from a larger base type size to a calmer color palette and a new icon set, raising the app store rating from **3.9 to 4.6**.
- Led the move of the patient portal from a desktop-only layout to a responsive design across **4** breakpoints, so patients can finish check-in and bill pay on their phones.
- Wireframed the online check-in flow with 2 PMs and the clinical safety lead, cutting it from **11 screens to 6** before any visual design started.
- Led the patient experience team's WCAG 2.2 AA and Section 508 work, fixing **300+** issues across both apps and clearing 2 external audits with no open findings.
- Set up monthly usability tests with patients over 65 and screen reader users, running **48** sessions in 2025 that reshaped the bill pay and messaging screens.

Wolters Kluwer Health — Senior UX/UI Designer — Waltham, MA · Jun 2013 to Dec 2018

- Built high-fidelity mockups and clickable prototypes for the clinical search redesign, tested with 30 physicians, cutting the time to answer a clinical question from **90 to 35 seconds**.
- Designed **45** components for the first shared UI kit across 3 clinical reference products, so new screens no longer started from a blank file.
- Ran design QA with 4 engineering teams on every release and wrote the first UI handoff checklist, cutting UI defects found in QA by **40%**.