

JOHN TAESUP KIM

Senior Product Designer | Healthcare, Clinical Workflows & Responsible AI

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SUMMARY

Senior product designer with 12 years of experience, including six years in healthcare, specializing in clinical and operational workflows, patient access, scheduling, and responsible AI. Hands-on individual contributor and consultant who combines discovery, workflow mapping, research, and Figma prototyping to clarify ambiguous problems, surface risk early, and move teams toward buildable solutions.

EXPERIENCE

Senior Product Designer (Contract) | Randstad, assigned to Ascension | Jun 2026 - Aug 2026

- Designed and handed off a case-manager dashboard and AI-assisted social summary intended to synthesize structured and unstructured patient data, surface discharge barriers, and support coordination with social workers.
- Prototyped dashboard and patient-detail workflows in Figma and partnered with architects, development leads, product managers, the VP of Clinicals, and technical leadership to move approved designs into mid-development.
- Introduced early architect involvement and a knowns-and-unknowns discovery framework to expose risk, align teams around shared outcomes, and shift meetings from status syncs toward decisions.

UX Design Lead (Senior Individual Contributor) | athenahealth | May 2024 - Mar 2026

- Owned research, product-design strategy, and Figma prototyping for a 0-to-1 configurable scheduling-rules concept spanning administrative scheduling, patient self-scheduling, rules management, and AI-assisted administration.
- Presented the concept and supporting evidence to leadership, helping product build the case for four dedicated workstreams across the scheduling experience.
- Research showed practices wanted low-maintenance scheduling guardrails while patients preferred visible choices; shifted the concept toward AI-assisted administration with opt-in patient AI, manual paths, confidence thresholds, and emergency escalation.
- Restructured Figma naming and annotations for AI-assisted design-to-development handoff through Figma MCP, surfacing edge cases and technical risk earlier and improving cross-functional MVP scope decisions.

Senior Product Designer | Triage Staffing (acquired Kamana) | Jan 2022 - Nov 2023

- Scaled design intake and handoff as the team grew from one to three designers by creating stakeholder-interview guides, kickoff decks, and Figma handoff templates that improved product-design alignment.
- Consolidated more than 50 redundant components into a more usable design library, reducing visual-pattern alignment needs between designers and developers.
- Helped translate research into an in-app travel-nursing job board that used Triage's staffing network to bring existing nurses into the platform, contributing to a measured 7% expansion in the serviceable addressable market.

Founding Product Designer | Kamana | Feb 2021 - Jan 2022

- Established product-design practice for a healthcare credentialing wallet, owning research, product strategy, end-to-end UX/UI, and the initial design system for responsive web and mobile experiences.
- Combined six travel-nurse interviews with Pendo analytics to identify trust, credential-upload, and dashboard drop-off barriers; translated findings into personas, a prioritized design roadmap, and tested prototypes.
- Shipped a redesigned dashboard that increased profile completion 5% and dashboard interactions 14% in the following quarter; broader product work contributed to a company-wide 22% improvement in customer retention over the full tenure.

UX Designer to Senior UX Designer | Projekt202 | 2015 - 2020

- Redesigned core logistics workflows for Worldwide Express, simplifying information architecture and directly contributing to an 18% reduction in support-call volume after launch.
- Created concepts, wireframes, and prototypes for a Children's Health telehealth service intended to help rural hospitals consult pediatric specialists and prioritize transfers requiring specialized care.
- Designed across enterprise and consumer projects for healthcare, aviation, logistics, financial services, and telecommunications clients, partnering with design leads and engineering teams on complex workflows.

UX Designer | Tekzenit | 2014 - 2015

- Built early UX practice through independent research, concept development, and product pitches to leadership.

CORE CAPABILITIES

Healthcare: Clinical workflows, case management, patient access and scheduling, provider tools, healthcare credentialing, responsible AI, clinical-safety considerations

Product Design: Discovery, generative and evaluative research, workflow mapping, co-design, product strategy, interaction design, rapid prototyping, design systems, design-to-development handoff

Tools: Figma, FigJam, Pendo, HeyMarvin, Figma MCP, AI-assisted research and prototyping workflows

EDUCATION & PROFESSIONAL DEVELOPMENT

Rhode Island School of Design - Bachelor of Fine Arts, Industrial Design, 2014

Professional development: Product Design Strategy, Future London Academy (2024); Product Analytics, Pendo (2024); Introduction to Artificial Intelligence, IBM (2023)