

SAVANNAH GIVAN

Cincinnati, OH | 513-407-2779 | savannah.givan1@gmail.com | Open to relocate

Portfolio: savannahgivan.wixsite.com/portfolio **LinkedIn:** <https://www.linkedin.com/in/savannah-givan-951930a3/>

UX DESIGNER | B2B SAAS & ENTERPRISE SOFTWARE BACKGROUND

UX designer with 7 years in B2B SaaS as a Technical Account Manager at Yardi Systems. I spent those years bridging the gap between the commercial real estate platform and the people using it. Mapping workflows, gathering client business requirements and turning user feedback into product improvements. I now design end to end from research and information architecture to Figma prototypes for web and mobile.

PROFESSIONAL EXPERIENCE

Patient Coordinator | Eyecare Partners

2025 - Present

- Managed check-in, scheduling and intake for 200-350 patients daily at an eyecare practice
- Supported the practice's switch from Phreesia to Promptly tracking issues during rollout

Technical Account Manager | Yardi Systems

2018 - 2025

- Managed 7 enterprise accounts and training on Yardi's commercial real estate platform Retail Manager serving as a liaison between end users (property managers, leasing agents) and product development teams
- Analyzed, documented and tested recurring support issues to identify usability issues, submit enhancement requests to include in the next product release and advocate for clients
- Mapped client workflows and system configuration while also completing implementation documents for each project
- Redesigned implementation system documents suited for all accounts, cutting go-live project time and support down 5-12 months

PROJECTS

Nyland Cohousing | UX Research & Redesign

2026

- Co-led heuristic evaluation and usability testing for 20 participants
- Restructured site navigation and designed low and high-fidelity Figma prototypes with clearer call to action, navigation and improved contrast
- Selected to present findings to Nyland's board and IT department

MOOD | Mobile App Design

2026

- Designed end-to-end mobile user flows for a 3-venue ticketing app (sign up, event discovery, checkout and day-of virtual ticket access)
- Documented detailed client requirements before building
- Designed low and high-fidelity prototypes and user flows
- Developed and presented 4 user flows to business stakeholders

Promptly Patient Intake | UX Audit

2026

- Proposed redesign for critical issues [x] to reduce patient check-in and checkout delays
- Documented observation of real users (front desk associates) using the platform
- Helped with cutting down the check-in and checkout process by 3-minutes

EDUCATION

Arizona State University

2026 - Expected 2027

Master of Science, UX Design and Engineering

Kent State University

Bachelor of Business Administration, Computer Information Systems (CIS)

SKILLS

- System Configuration/Troubleshooting, Usability Testing, heuristic evaluations, end user questionnaires/surveys, prototyping (Figma), user personas
- End-User/Client Communication and Support