SAVANNAH GIVAN

Open to Relocation (In office, hybrid or remote)

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UX DESIGNER | ENTERPRISE B2B SOFTWARE BACKGROUND

Former Technical Account Manager, now UX Designer, bringing 7+ years in B2B SaaS working at Yardi Systems. I spent those years bridging the gap between the platform and the people using it. Mapping workflows, gathering 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 led client training on Yardi's commercial real estate platform serving as a liaison between end users and product development teams
- Analyzed, documented and tested recurring support issues to identify usability issues, submit enhancement requests and advocate for clients
- Mapped client workflows and system configuration while also completing implementation documents for projects
- Redesigned implementation system documents suited for all accounts, cutting go-live timelines by 5-12 months

PROJECTS

Nyland Cohousing | UX Research & Redesign **2026**

- Presented findings to Nyland's board/IT department, where they applied our 6 design recommendations to their live site
- 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

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 project stakeholders

Promptly Patient Intake | UX Audit **2026**

- Proposed design fixes for 3 critical issues to reduce patient check-in and checkout delays
- Documented observation of real users (front desk associates) using the platform
- Helped reduce the check-in and checkout process by 1-2 minutes by conducting usability tests

EDUCATION

Arizona State University **2026 - Summer 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