

# Jacklyn Ho

## User Experience Designer

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### Projects

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#### Study Together

Sept. 2021 - Oct., 2021 / CareerFoundry

- Designed a web application that allows students to engage with a like-minded student community when and where they want.
- Utilized user research data to develop highly detailed visual components showcased on high-fidelity wireframes and clickable prototypes.

#### Sano

Dec. 2020 - Aug. 2021 / CareerFoundry

- Designed a mental health application focused on providing affordable services and resources to its users.
- Conducted extensive use research to develop high-fidelity wireframes and clickable prototypes.

### Experience

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#### Sr. Claims Benefit Specialist / Subject Matter Expert (SME) | Aetna

Aug 2022 - Present / Tampa, FL

- Reviewing pre-specified claims or claims that exceed specialist adjudicated authority or processing expertise.
- Ensuring classes of newly hired processors, as well as system conversion processors, understand adjudication workflows by auditing 1000+ claims a month.
- Providing coaching for complex claim issues to a team of 20 claim benefit specialists as well as at least 3 classes totaling over 30 newly hired processors.

#### Claims Benefit Specialist SME | Aetna

May 2021 - Aug. 2022 / Tampa, FL

- Ensured classes of newly hired processors, as well as system conversion processors, understand adjudication workflows by auditing 600+ claims a month.
- Improved adjudication/training resources by identifying monthly error trends.
- Provided coaching for complex claim issues to a team of 20 claim benefit specialists as well as at least 3 classes totaling over 30 newly hired processors.

#### Claims Benefit Specialist | Aetna

Oct. 2020 - May 2021 / Tampa, FL

- Ensured accurate and timely claim processing service by utilizing all applicable system functions to process 1500+ claims a month.
- Assisted in claims adjudication process by applying medical necessity guidelines, determining coverage and applying all cost containment measures.
- Analyzed and approved routine claims that cannot be auto adjudicated.

### Education

#### UX Design Certification

CareerFoundry  
Oct. 2020 - Oct. 2021

#### B.A., Advertising

Michigan State  
University  
Aug. 2013 - May 2017

### Skills

#### Design

UX strategy,  
User flows,  
Concept sketches,  
Experience mapping,  
Wireframes,  
Prototypes,  
Mockups,  
Design Thinking,  
Information Architecture,  
Problem Solving

#### Research

User interviews,  
Usability testings,  
Persona hypothesis,  
Competitor analysis,

### Tools

#### Design

Figma, Adobe XD,  
Keynote, Photoshop,  
Procreate, Marvel

#### Research

UsabilityHub, Optimal  
Workshop