Sherry Doggendorf

UX Designer & Researcher

I design clear, humane services for *complex, high-stakes systems.*

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SUMMARY

UX designer and researcher who started out as a software developer, with about a decade in UX. For the last several years I've worked on federal healthcare services, currently case management for CMS, and before that enterprise manufacturing software. I'm at my best in complex, high-stakes systems where careful research and buildable specs matter most.

EXPERIENCE

Bellese Technologies

UX Designer & Researcher · *Unified Case Management, CMS* **2024 – Present**

UCM is the system CMS and its contractors use to manage Medicare and Medicaid program integrity cases. I work across CMS staff, business analysts, contractors and caseworkers on one of the largest teams I've been part of.

- Moved the design system from Sketch to Figma, reorganized it around the Angular Material framework, and added design tokens and documentation so designs map to code. The whole design team now builds in it.
- Led research with CMS, contractors and caseworkers to move some of the most complex records from the legacy system into the new design, keeping the features people rely on and adding the ones they were missing.
- Took the complex payment suspension record from research through final design largely on my own.
- Documented synthesis and decisions in Confluence and Mural so the team can see what was decided and why.

Case studies: **Payment suspension record** · **Design system**

UX Designer & Researcher · *Medicare.gov* **Aug 2021 – 2024**

- Designed a lookup widget and wayfinding pages that help people find mental health information and lesser-known programs like the Medicare Diabetes Prevention Program and Opioid Treatment Programs.
- Created proto-personas, journey maps and user flows to understand and represent an underserved audience.
- Wrote and reviewed content in plain language, and designed with the CMS Design System and its child systems in Figma and Storybook.
- Worked with engineers, other contract teams and subject-matter experts to keep designs buildable and consistent across the site.

Case studies: **Mental health information** · **Program lookup tools**

Abas USA

UX Consultant · *Forterro* **Nov 2020 – Aug 2021**

After Forterro acquired Abas, I helped set up and lead a UX Center of Excellence for product teams around the world.

- Ran training and workshops on UX practice, design thinking and research methods, and mentored people to advocate for users in their own teams.
- Introduced shared tools and processes so design and development teams could work from the same playbook.

Case study: **UX Center of Excellence**

UX Designer & Developer **Jun 2017 – Nov 2020**

I joined as a developer and moved into UX, bringing user-centered design into a sales-driven process.

- Built a design system and component framework so products shared consistent patterns.
- Brought user research and usability testing into the development cycle, and redesigned the production application around what we learned.
- Introduced design thinking to replace reactive feature requests with a collaborative process between design and development.

Case studies: **Introducing UX at Abas** · **Manufacturing software redesign**

ATD Solar & Security

Customer Experience Designer **Sep 2011 – Jun 2017**

Grew from personal assistant to running the company's websites, print materials, digital marketing and customer feedback surveys.

SKILLS

Research	User interviews · Contextual inquiry and observation · Usability testing · Surveys · Card sorting · Heuristic evaluation · Competitive analysis · Synthesis
Design	Interaction design · Service design and journey mapping · Wireframes and prototypes · Design systems and pattern libraries · Information architecture · Content design and plain language
Accessibility	WCAG 2.x · Section 508 · Inclusive design · Accessibility reviews
Practice	UX strategy · UX maturity assessments and training · Workshop facilitation · Lean UX and Agile · Design sprints
Build	HTML · CSS · JavaScript · Vue · React · Tailwind CSS · C# and Java (earlier work)
AI and workflow	AI-assisted prototyping and building (Claude Code, Claude Design, Figma Make, Cursor) · Design tokens and design-to-code handoff · Mapping design systems to component frameworks (Angular Material)
Tools	Figma · Storybook · CMS Design System and its child systems · Mural and Miro · Jira · Confluence · Adobe Creative Suite

EDUCATION AND CERTIFICATIONS

Nielsen Norman Group	**UX Certification, Research specialty** Mar 2025 UX Master Certification in progress. Coursework includes Usability Testing; Discovery: Building the Right Thing; Analyzing Qualitative UX Data; Successful Stakeholder Relationships; Designing Complex Apps for Specialized Domains.
American Public University System	**BS, Information Technology** 2015
Interaction Design Foundation	**Design for a Better World with Don Norman** (course) May 2024