

## **RUTA DROBENKAITE**

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## **PRODUCT DESIGN LEADER | HEALTHCARE SYSTEMS, INTEROPERABILITY & CLINICAL WORKFLOWS**

**Product Design Leader with deep experience designing healthcare systems, interoperability workflows, clinical platforms, and operational tools. Currently designing enterprise interoperability workflows at BD, supporting clinical data exchange, healthcare data transformation, integration management, system configuration, and operational monitoring across EHR systems, medication management systems, and pharmacy automation platforms.**

**Previously built and led the UX team at Alignment Healthcare while helping shape AVA Systems, a connected healthcare ecosystem of 40+ applications supporting clinical, operational, provider, broker, member services, and member-facing teams. Known for translating complex workflows, technical requirements, and business processes into practical product experiences that improve clarity, usability, and adoption.**

## **LEADERSHIP SUMMARY**

- Led UX and product design initiatives across enterprise healthcare systems, interoperability workflows, clinical platforms, and operational tools.
- Currently designing BD interoperability workflows supporting clinical data exchange, healthcare data transformation, integration management, system configuration, transaction routing, and operational monitoring.
- Built and scaled the UX team at Alignment Healthcare, establishing design operations, governance, reusable workflows, and mentorship practices.
- Led UX for AVA Systems, a connected healthcare ecosystem of 40+ applications supporting clinical, provider, member services, operations, broker, and member-facing teams.
- Translated complex workflows, data exchange requirements, and technical architectures into scalable product experiences for enterprise and operational users.

- Partnered with product, engineering, architecture, and executive stakeholders to align UX strategy with product roadmaps, business goals, and customer outcomes.

## CORE SKILLS & EXPERTISE

- Product Design Leadership | UX Strategy | Enterprise UX | Healthcare Product Design
- Healthcare Systems | Clinical Workflows | Interoperability Workflows | Healthcare IT
- Clinical Data Exchange | Data Transformation | Data Mapping | Transaction Routing
- Operational Workflow Design | System Configuration | Integration Management | Operational Monitoring
- User Research | Workflow Discovery | Journey Mapping | Service Design | Usability Testing
- Design Systems | UX Governance | Design Operations | Scalable UX Frameworks
- Wireframing | Prototyping | Interaction Design | Responsive Design | Accessibility
- Cross-Functional Collaboration | Executive Stakeholder Management | Technical Stakeholder Facilitation
- Agile UX | Product Roadmapping | Design-to-Development Handoff
- Enterprise SaaS | Data-Heavy Applications | Dashboards | Workflow Optimization

## TOOLS & TECHNOLOGIES

- **Design & Prototyping**  
Figma, Figma Make, Adobe Photoshop, Adobe Illustrator, Miro, Balsamiq, Design Systems, Wireframing, Rapid Prototyping, Interactive Prototyping
- **AI-Assisted Design & Development**  
Visual Studio Code with GitHub Copilot, ChatGPT, Gemini, Claude, AI-Assisted Prototyping, Research Synthesis, Design Documentation

- **Product Delivery & Collaboration**  
Jira, Azure DevOps, Confluence, Trello, Asana, Agile Planning, Backlog Management, Sprint Collaboration, Requirements Gathering
- **Analytics & Optimization**  
Google Analytics, Pendo, Mixpanel, Amplitude, A/B Testing, User Behavior Analysis, Data-Informed Product Decisions
- **Development Collaboration**  
HTML, CSS, JavaScript, Accessibility (WCAG), Component Libraries, Design-to-Development Handoff
- **Enterprise Platform Experience**  
Healthcare Systems, Clinical Systems, Interoperability Platforms, EHR Systems (Epic, Cerner, Meditech, McKesson, NextGen), Pyxis Medication Management, Pharmacy Automation, Data Transformation, Data Mapping, Integration Management, Enterprise SaaS

## PROFESSIONAL EXPERIENCE

### SENIOR UX DESIGNER (CONTRACT)

**BD (Becton, Dickinson and Company)**, Remote | Nov 2025 – Present

- Designed enterprise interoperability workflows supporting clinical data exchange across EHR systems including Epic, Cerner, McKesson, Meditech, and NextGen, as well as Pyxis medication management systems and pharmacy automation platforms.
- Conducted workflow discovery with architects, engineers, product teams, and hospital technical stakeholders to understand integration processes, message transformation, troubleshooting workflows, error states, and configuration needs.
- Designed enterprise interoperability experiences from the ground up, including workflows for data transformation, mapping, routing, monitoring, troubleshooting, and system administration.
- Designed operational tools supporting integration management, system configuration, transaction routing, operational monitoring, and issue resolution across connected healthcare environments.
- Translated highly technical business, operational, and interoperability requirements into intuitive enterprise experiences within regulated healthcare environments.

- Collaborated closely with architects, engineers, and product teams to define workflow requirements, interaction models, and scalable solutions for complex healthcare ecosystems.
- Created high-fidelity prototypes, workflow diagrams, and interaction models to communicate complex system behavior and support cross-functional alignment throughout the product development lifecycle.

### **UI/UX Manager (Product Design Lead)**

**Alignment Healthcare, Orange, CA** | March 2020 - March 2025 (Promoted from UX Designer)

- Scaled and led a high-performing UI/UX team from the ground up, improving project delivery speed by 30% and building a stronger design culture across product teams.
- Led UX and product strategy for AVA Systems, a connected healthcare ecosystem of 40+ HIPAA-compliant applications supporting clinical, operations, provider, broker, member services, and member-facing teams.
- Led design across Member Portal, Broker Portal, Provider Search Portal, internal operations tools, and mobile app experiences.
- Designed complex data products, dashboards, and workflow tools that supported clinical decision-making and reduced navigation time by 25%.
- Partnered with product managers, engineers, and senior leadership to align UX strategy with product roadmaps, business goals, and multi-year platform initiatives.
- Established reusable design systems and workflow standards across 4 platforms, reducing design redundancy and improving consistency.
- Translated qualitative and quantitative research into scalable product improvements across web and mobile healthcare experiences.
- Oversaw design operations, team workflows, mentorship, and cross-functional collaboration to improve delivery quality and speed.
- Designed and optimized member and agent-facing experiences, contributing to a 35% increase in engagement across key healthcare platforms.
- Partnered with product and engineering on growth experiments, enrollment workflows, and retention-focused product improvements.

## **UX Designer**

**Alignment Healthcare, Orange, CA** | July 2019 - March 2020 (Promoted to UI/UX Manager)

- Designed the first iteration of AVA Systems, setting the foundation for scalable UX design in healthcare operations.
- Created the first Member Portal, streamlining access to healthcare resources and enhancing member engagement.
- Designed the original Broker Portal, Provider Search Portal, and Individual Enrollment workflows, improving efficiency and user satisfaction.
- Collaborated closely with product managers and engineers to translate business needs into intuitive user experiences.

## **UX Designer**

**USRES, Lake Forest, CA** | Feb 2017 - May 2019

- Led UX design for PropertyCure software, optimizing usability for real estate operations.
- Improved data visualization, reducing user errors by 20% through better UI structure.
- Worked directly with developers to ensure feasibility of design solutions.

## **UI/UX Architect (Contract)**

**NBC Universal, Los Angeles, CA** | Nov 2016 - Jan 2017

- Designed UX for Music Clearance software, streamlining the licensing process for NBC productions.
- Improved workflow efficiency by automating manual processes, reducing approval time by 30%.

## **PREVIOUS ROLES**

### **UX Architect**

**CompuGroup Medical, Irvine, CA** | 2014 - 2016

- Modernized UI for clinical systems, enhancing usability for international healthcare providers.

### **UI Designer**

**iHerb, Irvine, CA** | 2012 - 2014 (Led mobile app UX, contributing to an award-winning design)

- Designed iHerb's early eCommerce web and mobile experiences from the ground up, including shopping flows, product discovery, navigation, product detail pages, cart, and customer account experiences.
- Led UX and UI design for iHerb's first mobile app experience, contributing to an award-winning customer experience and improved app store ratings.

### **Web Designer**

**Quest Software, Aliso Viejo, CA | 2010 - 2012**

- Designed and maintained enterprise marketing web assets supporting product launches and sales enablement.

## **EDUCATION**

**Bachelor of Arts in Digital Arts | The Art Institute of California, San Diego, CA**