

Sara Kramer

512.751.5415

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Pflugerville, Texas

Education

BLINN COLLEGE

Associates of Arts Degree in English

TEXAS STATE UNIVERSITY

Bachelor of Science Degree in
Psychology

Minors in Biology and Anthropology

Profile

Passionate about creating elegant products that serve all users effectively. With experience in a variety of roles, I have a unique understanding of the software development cycle, the implementation process, and what makes a team successful.

Employment

CONSULTANT

Trexin Consulting | July 2021 - Present

Refine the company's current operations by bringing process improvements and product usability issues to light and presenting potential solutions. Most recently working with a leading EHR with an Urgent Care focus to streamline the training and implementation process for new clients.

SENIOR INTERACTION DESIGNER

Community Brands/Ministry Brands | July 2014 - July 2021

Lead designer on a multi-team product responsible for design decisions, creating and updating the style guide, and gathering user feedback. Routinely moderating usability sessions with customers to ensure a pleasant and intuitive user experience. Served as Scrum Master and Product Owner for several teams. Increased the number of enhancements identified during usability enhancement by 45% while leading the UX Team.

BUSINESS ANALYST

Centex System Support Services | August 2011 - July 2014

Collaborated with both clients and developers to analyze current workflows within the Electronic Health Record, determine any improvements on the workflow, and document any changes needed.

PRODUCT ANALYST/PROJECT MANAGER

NextGen Inpatient Solutions | October 2007 - July 2011

Manage the implementation of the EHR by working directly with hospital staff to build the database, verify all data and run the go-live. Key designer of the clinical documentation assessments and Meaningful Use certified assessments.

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INTERACTION DESIGNER

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Certifications and Memberships

Certified Wedding and Event Planner (CWP)

Certified through The Wedding Planning Institute/ Longevity - January 2013

SAFe Scrum Master Certification

SAFe 4 Scrum Master - February 2018

Recertified - 2019, 2020, 2021, 2022

The Interaction Design Foundation

Member Since January 2019

Certification in Accessibility

W3Cx, an online learning initiative of World Wide Web Consortium - April 2020

Skills and Knowledge

Agile Methodology	
Communication Skills	
Critical Thinking	
Functional Requirements	
HTML/CSS/Bootstrap	
Process Improvements	
Prototyping	
Usability Testing & Analysis	

Awards and Recognition

Winner of the Gold Star Award of Excellence

April 2010

Great Performer Recognition:

Usability Achievements - October 2014

Team Nominated MVP - August 2015

AUDC Goals - April 2017