

ASHANTI HOLDER

UX RESEARCHER AND HEALTHCARE PROVIDER

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EXECUTIVE SUMMARY

I am an innovative and strategic thinker focused on the solution process through a mixed method approach in research, strategy, and collaboration. At the core of who I am is understanding people and what they require. This passion is what led my transition from a career as healthcare provider to a career in UX.

SKILLS

- Interviewing
- Field Studies
- Collaboration
- Data Analysis
- Competitor Research
- User Personas
- Figma
- Marvel

CONTACT

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Education

Introduction to UX Coursera/Georgia Tech
August 2020

Certified Early Intervention Specialist
March 2019

Bachelors of Science with focus in Athletic Training
May 2018

Certified Athletic Trainer **April 2018**

WORK EXPERIENCE

UX Researcher and Health Care Provider (ATC)

ATI Worksite Solutions/Contractor for FedEx Ground February 2019- present

- Implemented research programs and projects which met KPIs 11 out of 12 months of the fiscal year of 2020.
- Researched and analyzed strategies to reduce quantity of injuries onsite, which led to a creation of a project which saved the company on average \$16,627 a month.
- Strategized to reduce new hire injuries by more than 50% through quality healthcare provided and a research plan focused on building their physical fitness capacity.
- Acted as a liaison between senior stakeholders at both my company and FedEx Ground to ensure proper communication.
- Used research methodologies such as interviews, surveys, and data analysis to create projects that aligned with the company's vision and goals.

Mentor

January 2020-present

- Onboarded new hires with ensuring they understand the process, scope of work, and requirements of their job position.
- Assist and coach new hires through their first 180 days with weekly communication and accountability check ins.

PROJECTS

-The Effects of FedEx Being in a Food Desert: Collaborated with senior stakeholders to improve the culture of health and wellness onsite. This project provided a solution to stakeholders who were concerned with reducing injuries but improving productivity rates. This research project resulted in achieving set goals, both qualitative and quantitative.

-Bridging the Gap: Collaborating and Eliminating the Distance Between Healthcare Providers: This project implemented different collaboration tools and techniques to ensure best practices to assist in developing a User centric culture between all internal Research/Healthcare teams.

-Fit for Work Program: This project was a redesign of the onboarding training for the new hires. I did a complete overhaul that focused on physical readiness and safety. As a result, new hire injuries were reduced by more than 50% within the first month of the implementation. This ultimately increased employee satisfaction and meant we were retaining more staff.