

NIRALI OZA

HEALTH DESIGNER

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PERSONAL PROFILE

I am a Dallas-based physician turned designer interested in making care delivery services and experiences equitable, accessible, and enjoyable for both care receivers and providers through design.

PREVIOUS EDUCATION

- **M.A. in Design focused on Design in Health @ The University of Texas at Austin, 2020-2021**
- **Bachelor of Medicine, Bachelor of Surgery, M.B.B.S. @ Maharaja Krishnakumarsinhji Bhavnagar University (India) 2010-2015**
- **Postgraduate Certificate in Media and Medicine @ Harvard School of Medicine, 2020-2021**
- **Certificate in Graphic Design @ Shillington School of Design, 2018**

SKILLS & TOOLS

Software

Adobe Illustrator, InDesign, Photoshop, Captivate, Animaker, Kumu, Figma, Sketch, Miro, Box, Condens, Asana, Canva, G Suits, Office 365

Methods

Contextual Inquiry
Interviews & Observations
Participatory Designs
Affinity Diagramming
Thematic Analysis

Frameworks

Mapping (stakeholders, services, journey, systems)
Service Blueprint
Business Model Canvas
Scenario Building

EMPLOYMENT

Design Fellow

Design Institute for Health (Jun 2021 - Present)

- Served as visual and systems designer on a mapping project designed a comprehensive map of the competency restoration system (at the intersection of brain health & the criminal justice system) using Miro and other design tools.
- Managed, organized, and synthesized primary and secondary research data through condens.
- Designed, developed, and facilitated two virtual workshops for subject matter experts and executive leaders.

Service Designer - Capstone Project

Equidad ATX (Jan 2020 - May 2021)

- Led the research phase by drafting the project proposal, planning the research, and managing synthesis sessions.
- Recruited participants and facilitated the participatory design, research, and community engagement activities.
- Conceptualized and directed the production of all the visual assets, including service ecosystem artifacts, low fidelity prototypes, insight reports, and concept video.

Program Specialist

Texas HHSC (Jan 2020 - Aug 2020)

- Partnered with SMEs to design curriculum, educational materials, and interactive learning modules for the 4.5 hours long Medicaid Providers training using Adobe Captivate.

Digital Health Specialist (Clinical UX)

UMASS Chan Medical School (Jan 2019 - Jan 2020)

- Operated as a solo UX and visual designer in a small team of engineers and successfully created and launched a digital patient portal and Alexa skill.
- Conceptualized and designed wireframes and high-fidelity prototypes in Sketch to communicate and receive stakeholders' feedback on our ideas and concepts.
- Designed the information architecture of the website and the user manuals for the client.

Intern Doctor

Sir T Hospital (2015-2016)

- Performed clinical duties such as documenting the patient's history, performing examinations, diagnosis and procedures.
- Worked at a variety of Government health centers, including Primary Healthcare Center, Community Health Center, Rural and Urban Health Training Centers, and Tertiary Health Center.