

Neil Deshpande

Senior Product Designer

8+ years of experience designing B2B, B2C, and enterprise products across healthcare, tech, and finance industries.

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Experience

GE Healthcare

Senior UX Designer (contracted via Eton Solution)

Seattle, WA | Sep 2025 - Now

- Designed products for oncology clinics, supporting better capacity planning and appointment availability, and **improving time to diagnosis and treatment for cancer patients**.
 - Led design of a unified scheduling tool, reducing administrative overhead and enabling teams to **focus more time on patient care**.
 - Facilitated a 3-day workshop with Tampa General Hospital, mapping user journeys, identifying key pain points, and aligning stakeholders on product priorities.
- Led early adoption of AI design tools, defining best practices and coaching designers to improve speed and quality across the UX design process.

Amazon

UX Designer III (contracted via Russell Tobin)

Seattle, WA | Jul 2025 - Aug 2025

- Brought in to provide interim design support for Amazon One Medical, quickly onboarding onto active projects and delivering customer facing designs on schedule.
- Redesigned complex patient intake forms, resulting in **increased appointment bookings** and improved access to care for uninsured people across the US.

Meta

Product Designer (contracted via TEKsystems)

Seattle, WA | Oct 2024 – Jun 2025

- Redesigned an internal financial platform to improve budgeting, forecasting, and reporting.
 - Built AI-powered solutions that automated complex financial processes and reduced manual spreadsheet usage by 45%, **saving \$18M+ annually**.
 - Co-created a design system with engineers, accelerating development timelines.
- Created a “Carbons Emissions Estimator” tool to **help reduce Meta’s carbon footprint** when building new data centers.
- Promoted a UX-first mindset within engineering-heavy teams by integrating research, usability testing, and design reviews into the development process.

Amazon

UX Designer II (contracted via TEKsystems)

Seattle, WA | Jul 2023 - Feb 2024

- Designed products to improve the safety and efficiency of Amazon's delivery operations.
 - Built a performance dashboard that improved visibility into driver trends and bottlenecks, replacing four external tools with a single unified product.
 - **Reduced safety incidents by 7%** and **accelerated delivery times by 4%** for millions of packages per month.
- Helped drive product strategy by presenting design recommendations to stakeholders based on user research and data-driven insights.

Meta

Product Designer (contracted via TEKsystems)

Seattle, WA | Nov 2021 – Apr 2023

- Worked with Meta's infrastructure team to transform server repair processes across their global data centers, enhancing the user experience for billions of users.
 - Designed an automation tool for engineers to quickly identify and resolve issues, decreasing repair times by 22%, **reducing errors by 31%**, and **saving \$12M+ annually**.
 - Shaped product strategy by conducting research (interviews, journey mapping, usability testing, A/B testing) to identify user needs and align cross-functional teams.
- Mentored junior designers through regular check-ins and design critiques.

Premera Blue Cross

UX Designer

Seattle, WA | May 2019 – Nov 2021

- Led design of an AI-powered tool that enabled customer service representatives to resolve issues more efficiently, **reducing call times by 70%** and **improving user satisfaction by 11%**.
 - Conducted user research including interviews, usability testing, affinity mapping, and card sorting to align product decisions with user mental models.
 - Redesigned an online "Prescriptions" feature, resulting in 15% of people switching to more affordable medications, saving customers \$800K+ annually.
- Helped build and maintain a design system for our mobile and web platforms.

Pushpay

UX Designer

Seattle, WA | Jun 2018 – May 2019

- Designed tools for nonprofit organizations, helping to generate **\$2.5M+ in annual donations**.

Education

University of Rochester

Electrical & Computer Engineering (B.S.)

Rochester, NY | Oct 2013 - May 2017