Sophia Leonard

UX DESIGNER

sqleonard.com
hellosqleonard@gmail.com

I'm a bioengineer turned UX designer who's passionate about untangling complex processes and designing better everyday experiences. My superpower is examining all the parts of a problem, finding out how they connect, and tying it back to the big picture to solve the right problem.

Experience

Bristol Myers Squibb *(merged with Celgene in 2019)* — Seattle, WA

Operational Improvements Engineer, 3/2019 – Present

Led and facilitated 6-month design thinking initiative to generate and evaluate ideas for improving scientists' experimental workflow and experience. Prioritized initiatives with core team to enable resourcing and implementation.

Redesigned scientific team's documentation workflow and templates to minimize risk of errors when testing samples, while enabling team to meet regulatory requirements.

Revamped and scaled lab operations team's internal request management system to accommodate new services offered and growth of customer base to 500+ users.

Prepared UI design options for new features for the BMS cell therapy patient treatment web portal. Advised stakeholders on design tradeoffers to inform decision-making.

Celgene *(acquired Juno Therapeutics in 2018)* — Seattle, WA

Senior Process Engineer, 10/2018 – 3/2019
Process Engineer, 5/2015 – 10/2018

Pitched, designed, and implemented request systems for lab operations team to track customer requests and provide transparency to customers.

Prioritized initiatives as product owner for Operational Improvements scrum team.

Planned and launched internal campaign to address lab user frustrations.

Education

School of Visual Concepts — Seattle, WA

Certificate in **User Experience Design**, 2020

Capstone Project: Design of "Awesome Agreements," a Mobile Tool for Creating Domestic Work Agreements. Worked with two other students to design high-fidelity mobile web designs for a local non-profit client.

Princeton University — Princeton, NJ

B.S.E. in **Chemical & Biological Engineering**, 2014

Thesis Project: Investigating Hydrogen Peroxide Metabolism in the Absence of the Major Detoxification Systems