

Roger Soucy

Senior UX Designer

I'm a Senior UX Designer with over 19 years of combined experience in web, mobile, desktop applications, and offline products ranging from consumer to enterprise level. I've worked in a variety of business sectors including: Aviation, Consumer Electronics, Medical, Consumer Health, Life Sciences, and Non-Profit.



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[Online Portfolio](#)

Key Skills

- Wireframing
- Interactive Prototyping
- User Research
- Journey Maps
- Task Analysis / Diagrams
- Information Architecture
- Usability Testing
- Product Management
- Process & Governance
- Experienced Leader & Mentor
- Public Speaking

Software

- Axure RP
- Figma
- Sketch
- Invision
- Balsamiq
- Adobe Illustrator
- JIRA
- Confluence
- TargetProcess

Professional Experience

Eclipse Product Development

April 2018 - Present

UX Design Lead

- Responsibilities include UX & UI design, prototyping, client relations, development support, human factors / usability testing, process governance and documentation for various client projects in the Medical, Life Sciences and Consumer Health sectors
- Designer and co-inventor of two large volume infusion pumps (LVPs) capable of delivering multi-channel infusion therapy to patients in a controlled, efficient, and safe manner using a variety of system-level and user configured program options
- Designed desktop interface for 3D navigation system to guide surgeons performing VATS lung resection surgery to minimize healthy tissue loss while maintaining safe margins.
- Designed mobile interface for wearable ECG monitoring system to provide health condition feedback to patients while letting them log symptoms.
- Designed mobile interface for a rapid point of care (POC) in vitro diagnostic tool, which detects protein biomarkers that predict the severity of traumatic brain injuries within minutes so that proper care can be administered without delay.
- Designed embedded user interface for a respiratory support ventilator that monitors patient respiratory system and delivers controlled, heated and humidified, oxygenated therapy to a patient.
- Usability testing on OTC products for flu test and blood collection, and clinical infusion therapy devices.

FIRST®

Jan 2017 - Jan 2018

Lead User Experience Designer (contract)

- Redesigned three primary online sites for creation and management of team membership, event volunteering, and student/parent participation within FIRST® robotics programs
- Conducted heuristic evaluations of current products to identify usability problems in the interface design
- Designed new user interfaces and interaction models to improve usability and alignment with the strategic goals of stakeholders and the four different robotics programs
- Created interactive prototypes to demonstrate key aspects of the design to a level necessary to test hypotheses of usability improvements
- Recruited and moderated usability testing of new designs and created report of findings and recommendations

Patents / Awards

Patent April - 2023

Intravenous Infusion Pump with Cassette Insertion and Pump Control User Interface
US Patent 2023/0115595

Patent April - 2008

Distributed intercom system with audio bus
US Patent 8189753

Award Nov - 2011

Product of the Year Finalist
NH High Tech Council
Russound DMS-3.1

Volunteering

NH UXPA Jan 2015 - 2021

Board Member

Helped organize and run monthly meetings for local UXPA chapter including, sourcing venues, speakers, and sponsorships

Recommendations

"I highly recommend Roger's work; as a UX designer specializing in interaction design, as a mentor and leader in the space, and as a product pragmatist. Roger brought a level of rigor to his work with our team on safety critical user interfaces that speaks to his ability to execute in rigorous engineering environments. A wonderful addition to any product development team!"

**Jim Campbell – GM Cloud Software,
DEKA Research & Development**

DEKA Research & Development Corp.

Oct 2014 - Jan 2017

Lead User Experience Designer (contract)

- Lead and mentored a team of 4 junior UX Designers in the creation of artifacts for an enterprise level medical software suite used for increased safety and control in the delivery of medications, management of inventory, provisioning, monitoring, and updating of several counterpart hardware platforms
- Worked closely with Product Owners to clarify and revise product requirements and functional specifications to arrive at a state of readiness for UX Team to deliver accurate and effective solutions
- Created storyboards, task flow diagrams, wireframes and interactive prototypes which were used for requirements validation, client presentations, usability testing, and development team knowledge transfer
- Defined and managed UX team processes, tools, governance, and integration with an agile environment used by 4 development teams
- Improved development team sprint velocity while reducing iterative cycle count and software bugs

Present RPS Interactive, LLC

Oct 2012 - Present

User Experience Design Consultant

- Consultant for clients ranging from small startups to large corporations for websites, web applications and offline products
- Deliverables ranged from low to high-fidelity artifacts including fully annotated wireframes, interaction design, conditional logic, and UI layout
- Created low and high-fidelity interactive prototypes for usability testing
- Handled all aspects of client relations from the initial sales call to project completion (i.e. writing proposals, defining business goals, project requirements, stakeholder interviews, weekly update meetings, etc.).

WSI Corp. (The Weather Channel, IBM)

Mar 2014 - Oct 2014

User Experience Designer

- Created the interaction design for new and existing features for desktop software used by Commercial Aviation Dispatchers and Air Traffic Coordinators to providing situational awareness and decision support
- Redesigned the WSI e-commerce website for the purchase and management of software product subscriptions resulting in an improved user experience
- Conducted user research including qualitative onsite interviews and quantitative online surveys to identify environmental constraints, primary and secondary task flows, and use cases
- Collaborated with Product Managers and other key stakeholders to define detailed product requirements and conceptualize preliminary design considerations

I had the pleasure of working with Roger, where I was one of three product owners and Roger was the UX lead who spanned management and several separate development teams.... He defined UX processes that were very effective, which enabled him to juggle the many complicated moving parts of a complex medical product. He is exceptional at distilling requirements into consumable deliverables for development and the product would not have been the same without his insights."

Leslie Shelton – Director of Product Development, Elephant Ventures

"I worked with Roger on highly technical (aviation & meteorology) mission-critical software development. Roger is very insightful in agile principles and enthusiastic in understanding the core problems we are trying to solve for end users. His well-rounded experience in product, scrum, and user experience bring a unique understanding to the game, which would allow Roger to translate his skills to any industry."

John Szatkowski - Sr. Product Manager, WSI Corp.

Russound FMP, Inc.

Jan 2004 - Oct 2012

Product Manager

- Designed interfaces for Apple iOS, computer software applications, touch-screens, and keypad products using various user interface design methods including: sketching, wireframing, low & high fidelity prototyping (i.e. sketches, clickable PDFs, and coded prototypes)
- Conducted qualitative and quantitative user research using a variety of methods from ethnographic interviews, focus groups, and online surveys
- Simultaneously managed 4-8 products in active development at any given time, while maintaining a portfolio of over 50 actively selling products
- Managed and oversaw product launch activities, negotiated licensing contracts, managed third party product compliance testing and certification, and was responsible for profit and loss throughout product's lifecycle

Education

UX Certificate Program 2013

[Bentley University](#) - Waltham, MA

Clinical Investigator Certificate 2023

[CITI Program](#)

Certified Scrum Master 2012

[Scrum Alliance, Inc.](#)

Product Management 2012

[Pragmatic Institute](#) - Phoenix, AZ