



Mel Suárez
Senior/Lead Product Designer (UX/UI)

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EXPERIENCE

HealthEx — Product Designer

2025 – Present

- Designed for a platform that consolidates people's medical records from every provider into one place
- Designed and prototyped AI assistant integrations with major AI platforms; the prototype helped close a signed partnership
- Built working front-end prototypes for provider search that moved directly into development and sped up delivery
- Redesigned onboarding (identity verification, UX copy, motion) and designed a consolidated medical records download

Scary Hours Lab — Founder & Creative Director

2022 – Present

- Run an experimental design studio delivering brand identity, creative direction, and website design and build for founders, small businesses, and nonprofits
- Design and build websites end to end, from brand and UX through development and launch, using an AI-assisted workflow that cuts timelines significantly
- Developed an AI literacy course curriculum for a design nonprofit serving underrepresented founders

Verizon Communications, BlueJeans — Product Design Lead & Manager

2016 – 2023, San Francisco, CA

- Led the product experience across mobile, desktop, and watch for an enterprise video platform serving B2B and B2C customers
- Desktop 2.0 redesign: Q-score 4.09 to 4.49; "great" ratings 45% to 68%; desktop usage +300%; rolled out to 5,500 enterprises
- Mentored designers and improved team visibility through cross-department collaboration
- Developed innovative design frameworks now used across all Verizon BlueJeans platforms

Sourcebits, Inc. — Principal Product Designer

2014 – 2016, San Francisco, CA

- Designed mobile experiences for clients like Intel and Acura
- Delivered polished, on-brand UI/UX work across digital platforms
- Presented work to executive stakeholders, managing creative alignment

eBay Inc. — UX Designer

2012 – 2014, San Jose, CA

- Designed & launched new curation app and landing site
- Redesigned architecture for eBay.com search results
- Conducted user research and A/B testing to support design decisions

BIO

Lead Product Designer with 13+ years across B2B and B2C products, specializing in end-to-end product design, from strategy and research through UX/UI, design systems, and high-fidelity prototypes. Currently designing AI integrations and health tech products; previously led product design for BlueJeans by Verizon.

SKILLS

Product & UX: Product Strategy, UX/UI Design, Interaction Design, Design Systems, User Research, Usability Testing, Information Architecture, Accessibility (WCAG), Design Leadership

AI: AI Product Design, AI Prototyping, Conversational UI, Prompt Engineering

Tools: Figma, Framer, Adobe Creative Suite, HTML/CSS, React (prototyping), Jira

EDUCATION

Savannah College of Art and Design

2008 – 2012, Atlanta, GA

Bachelor of Fine Arts in Graphic Design, graduated with cum laude honors.