



# Steve Lim

Lead Product Designer | UX Team Leader

## EXPERIENCE SNAPSHOT

Adidas, Apple, Blue Cross, Brady Corp, Capital Group, Eli Lilly, Qualcomm, T-Mobile, Toyota, Verizon

## FOCUS AREAS

Product & Service Design, UX Strategy, UX Design, Usability Testing & Research, Visual Design, Team Leadership.

Portfolio: [www.stevelimdesigns.com](http://www.stevelimdesigns.com)

Password: sl1109

Hello!

I'm a user-centric, innovative and data driven UX leader who's been in design industry for 25+ years. From print, branding to digital, I've been learning and working to design better human experiences. More recently, I've been responsible for leading UX collaboration between stakeholders, understanding user needs and developing UX insights, concepts and designs that can deliver quantified business results for large scale enterprise solutions.

Managed and executed equal mix of UX strategy development, project management, research/testing, design execution, and team building/leadership. I look forward to our conversation to get to know each other better.

# Mobile Carrier Enterprise Account Portal

# Wireless Carrier Enterprise Account Portal

## About the Project

UX lead on enterprise account portal redesign project with 5 designers on the team (internal/external). We worked in agile approach to redesigning a legacy portal as it migrated to Salesforce platform. Worked with product managers, digital, business and dev to optimize experience and develop new features.

## Process

- User/stakeholder interviews to get insight into legacy portal.
- Iterative design process to solve user friction, clarify content, optimize overall flow.
- New designs were tested to validate our assumptions.
- Design system collaboration to meet UI guidelines and accessibility standards.
- Worked within Salesforce experience guidelines and limitations

Legacy experience

For a limited time, enrollment in our Protection <360> program is open. Safeguard your devices against accidental damage – enroll today.

Dashboard  
Manage Accounts  
Manage Lines  
Transactions  
Approval Dashboard  
Manage Users  
Shop  
Billing  
Payment Management  
Global Settings  
Cart  
Get Support  
Log Out

< All accounts

# Acct #972553283

Account actions 1

Mahesh Prod Test BAN - 5 DNT12

Lines (9) Plan & Services Usage Account Detail [What are Line Identifiers?](#)

Search Account Number, Mobile Number, SIM, IMEI or Line Identifier

Status Type Department FirstName Costcenter [Download](#) [Customize](#)

LINE	Department	FirstName	Costcenter	TYPE	STATUS	ACTION
4254697407	--	--	--	☐	●	⋮
4255153317	--	--	--	☐	●	⋮
4256478326	--	--	--	☐	●	⋮
4254655189	ld2	ld1	test	☐	●	⋮
5012367227	--	--	--	☐	●	⋮
4256470517	--	--	--	☐	●	⋮

For a limited time, enrollment in our Protection <360> program is open. Safeguard your devices against accidental damage – enroll today.

Dashboard  
Manage Accounts  
Manage Users  
Shop  
Billing  
Payment Management  
Global Settings  
Cart  
Get Support  
Log Out

Search by account name or number

ACCOUNT	DUE DATE	AMOUNT DUE	
Account #982312125 (C) Paper bill		\$0.00	<a href="#">Make payment</a>
Account #982312296 (C) Paper bill		\$0.00	<a href="#">Make payment</a>
Account #982319742 (C) Paper bill		\$0.00	<a href="#">Make payment</a>
Account #982320080 (C) Paper bill		\$0.00	<a href="#">Make payment</a>
Account #982320182 (C) Paper bill		\$0.00	<a href="#">Make payment</a>
Account #982320281 (C) Paper bill		\$0.00	<a href="#">Make payment</a>
Account #982320539 (C) Paper bill		\$0.00	<a href="#">Make payment</a>

Dashboard  
Manage Accounts  
Manage Users  
Shop  
Shop Catalog  
Upgrades  
Order History  
Approval Dashboard  
Billing  
Payment Management  
Global Settings  
Cart  
Get Support  
Log Out

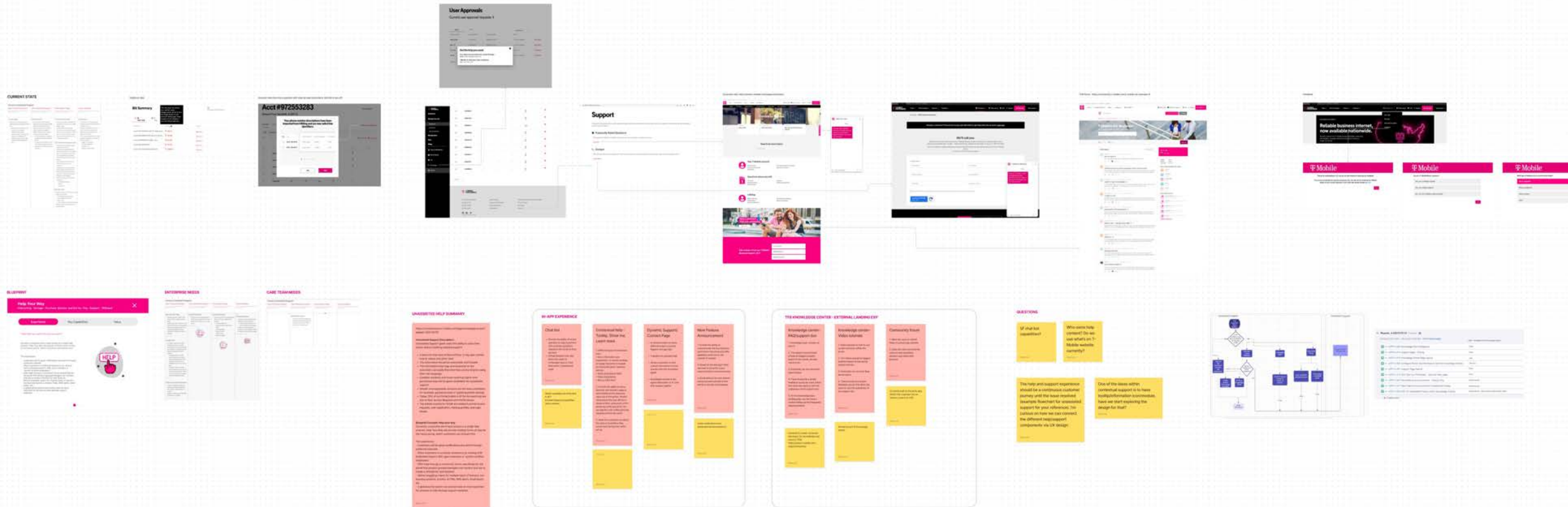
## Order History

Last 30 days All statuses All accounts [Export](#)

4 orders

ORDER #	ACCOUNT NAME	ORDER DATE	TOTAL	STATUS
765564204	-	May 22, 2022	\$799.99	Shipped
ITEM	COST	DUE MONTHLY	QUANTITY	
iPhone 12 Pro Gold, 128GB	\$799.99 \$799.99 x 1		1	<a href="#">Order again</a>
<a href="#">View order details</a>				
765564199	-	May 22, 2022	\$519.99	Shipped/Activated
ITEM	COST	DUE MONTHLY	QUANTITY	
iPhone 12 Pro Max Gold, 256GB Business Unlimited Select Subsidy 2.0 A. SIM Starter Kit \$20	\$519.99 \$99.99/mo \$35.00/mo.	\$35.00/mo.	1	<a href="#">Order again</a>
<a href="#">View order details</a>				

# Wireless Carrier Enterprise Account Portal – Discovery/Requirements/Research



# Wireless Carrier Enterprise Account Portal – Benchmark/Research/Sitemap

## PORTAL TRANSITION-NAV STRATEGY TASKS

- Review current state of current system(s)
- Review the intended target site map
- Review if portal is more complex with tool that is required
- Review how current system is integrated with other systems
- Review how current system is integrated with other systems
- Review how current system is integrated with other systems
- Review how current system is integrated with other systems
- Review how current system is integrated with other systems

## PORTAL TRANSITION: PRINCIPLES

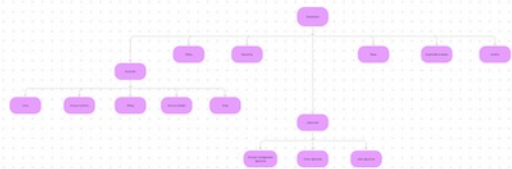
- Principles**
- Release groups of functionality/features that correspond to existing main navigation items (e.g., Lines, Billing, Reporting, Roles)
  - Prioritize releases according to
    - user priority/value (Care/Sales team and end users) captured in user research
    - technical ease / feasibility
  - Minimize the number of "back and forth jumps" between systems (need analytics to determine this)
  - Avoid notifying users that they are leaving one system for another. Only notify if it's the only way to avoid task fails.
  - Some inconsistencies are acceptable brand/business risk. Reinforce Account Hub as the primary system (stop adding to workload/investment to the extent possible)
  - Perform user task testing to ensure the "disconnect" between the two systems doesn't impinge on task success rates.
    - Acceptable: Some inconsistencies visually, in design language systems, or navigation structures. IS
    - Steer toward the NEW standards; don't try to match old unless hurts task success rates
  - Ensure that labels for functions match EXACTLY
  - Pilot releases with
    - Care and Sales teams (internally) before exposing to end-user customers then
    - Select friendly enterprise customer partners
- TECHNICAL GUIDELINES/AGREEMENTS**
- Any capability that changes data is offered only on one of the other system — not both (to avoid sync issues)
  - UI can't should reduce or eliminate user options to "jump" to the other system during a cohesive task path. The full integrated navigation can be offered once all the functionality has been made available on target system.
  - Data is residing/replicating closer to the experience layer in Salesforce

## BENCHMARK

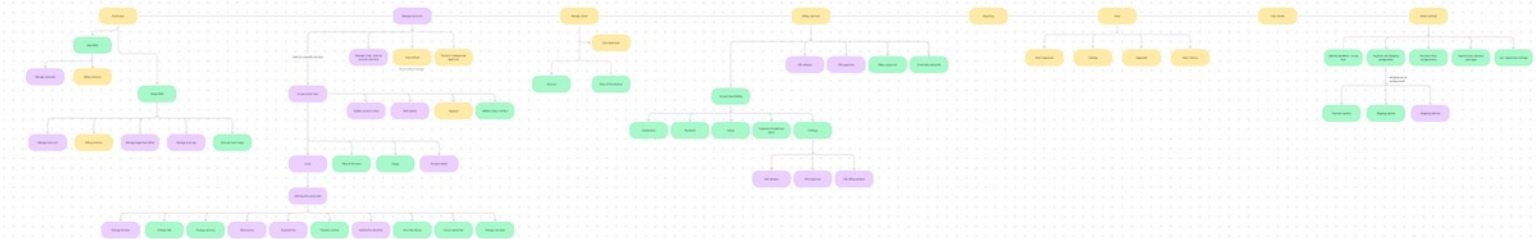
The benchmark section displays several screenshots of existing enterprise portals. Each screenshot is accompanied by yellow callout boxes containing specific observations or annotations. The portals shown include:

- Discover (mixed new experience)**: Shows a dashboard with various data points and navigation options.
- Fidelity (mixed new experience)**: Displays a dashboard with a prominent header and multiple data visualization widgets.
- Home Depot (mixed new experience)**: Features a dashboard with a large image of a hand holding a credit card and several data cards.
- Paycom/Paycom credit (mixed new experience)**: Shows a dashboard with a central card and several smaller data widgets.
- Axara (collapsible side nav)**: Displays a dashboard with a prominent left-hand navigation menu.
- MS Power BI (collapsible side nav)**: Shows a dashboard with a left-hand navigation menu and several data visualization widgets.

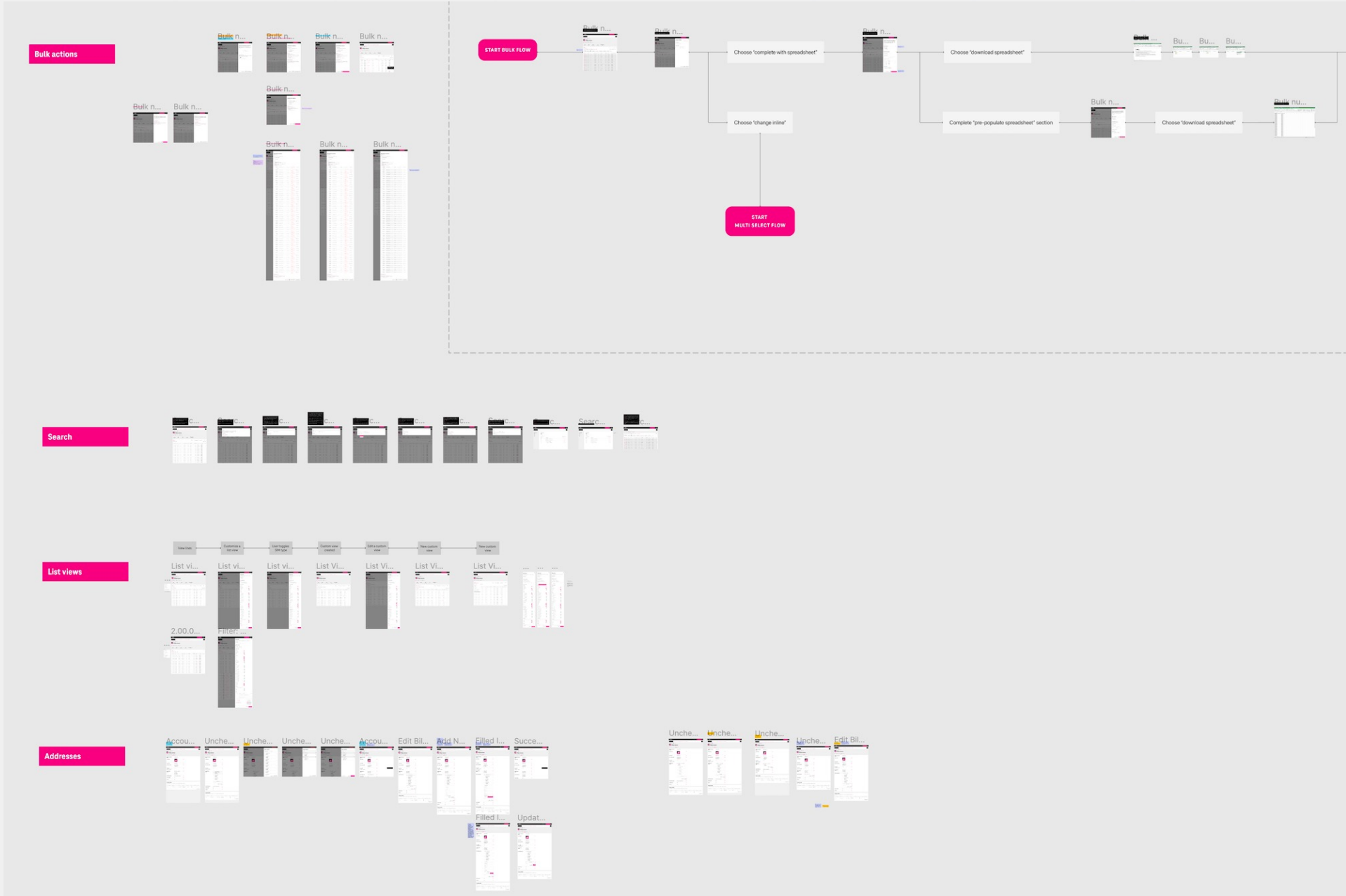
## PORTAL SITEMAP



## Account Hub SITEMAP



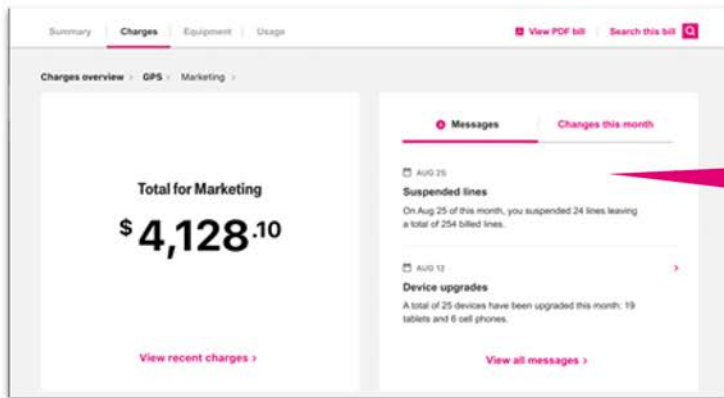
# Wireless Carrier Enterprise Account Portal – Wireframes/Flows



# Wireless Carrier Enterprise Account Portal – Usability Testing

## Customize and tailor messaging on the Charges page(s)

Customers wanted to **see and download detailed information, including device type and data usage, for entire account**. Some found the **Messages** content to be **irrelevant**, unless it was specific to the selected business unit.



The **Messages** content was not specific to the Marketing business unit, causing some customers to find this section unnecessary.

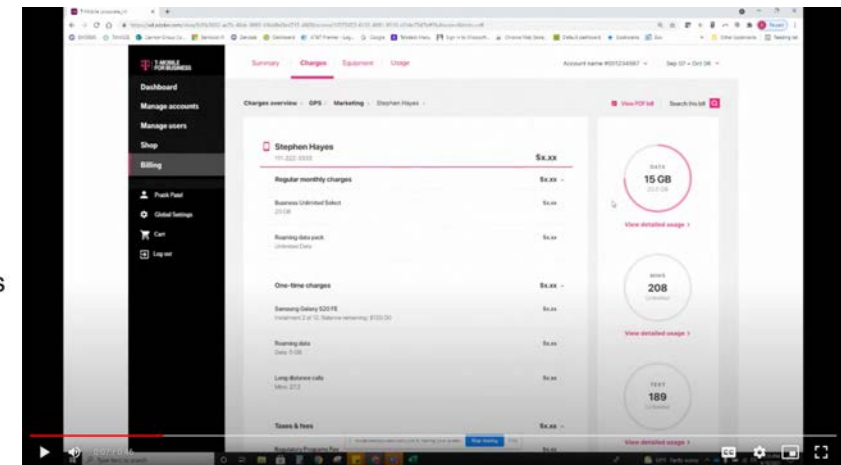
💡 Consider removing Messages at this level, or only showing messages related to specific business sub/units.

## Usage and equipment data useful, but could be difficult to parse.

Participants thought the subscriber-level and equipment information was useful, **but may be overwhelming for larger accounts**.

- Helpful to see where a subscriber is at in the current bill cycle so that they can make adjustments to the plan
- Unclear on if costs shown are related to previous invoice or current bill period
- Customers want to be able to export equipment data with the summary data

💡 Consider highlighting which subscribers are high usage users.



# Wireless Carrier Enterprise Account Portal – Final Product Design

Account dashboard

The Account Dashboard interface features a dark sidebar with navigation options: Dashboard, Accounts & lines, Shop, Billing, Reports, Roles & approvals, Support, and Global settings. The main content area is titled 'Dashboard' and shows 'Showing all accounts (25)'. It includes a subtitle, 'Quick actions' (Create new case, Add a new line, Number transfer dashboard, Add names to lines), and an 'Account overview' section with three cards: Active lines (100, +3% down), Suspended lines (15, +5% up), and pending approvals (17). Below this is 'Billed usage' for March 20 - April 20, showing average monthly account usage for Data, Text, Voice, Hotspot data, and International usage. A table shows usage for March, February, and January. The 'Total balance' is \$12,536.00, with a 'Monthly balance' section showing a trend graph and a table of monthly balances from December to March, with percentage changes highlighted in red or green.

Account details

The Account Details interface shows the 'Widget division' account (#9652384722). It includes a search bar for lines, IMEIs, and SIMs. The account overview shows 1,246 total active lines, a \$0.00 bill balance, \$240 out of plan charges, 103 devices financed, and FREE smartphones for new lines. A 'List view' section shows 'All lines' with options to Refresh, Upload spreadsheet, Download list view, and Filter. Below this are 'Actions for 4 selected lines' (Send to care team, SIM swap, Change numbers, Change services, Edit region) and a table of line details.

LINE NUMBER	SIM	EMAIL	DEPT	PLAN	TYPE	STATUS	DATA	ACTIONS
(210) 806-3003	8827394718 2934568270	m.starsmeare@acme.com	Operations	Select	GSM	Active	30.5/50GB	⋮
(212) 345-8907	8827394718 2934568270	i.guerra@acme.com	Technology	Hotspot	Hotspot	Active	45.2/50GB	⋮
(418) 806-2000	8827394718 2934568270	r.halth@acme.com	Operations	Advanced	GSM	Active	48.0/100GB	⋮
(650) 346-1236	8827394718 2934568270	g.tuminelli@acme.com	Operations	Select	GSM	Active	62.4/50GB	⋮
(433) 786-5143	8827394718 2934568270	NA	Facilities	Tablet	Tablet	Active	30.5/50GB	⋮
(320) 420-2910	8827394718 2934568270	b.binnell@acme.com	Production	Wearable	Wearable	Active	2.2/5GB	⋮
(415) 803-4824	8827394718 2934568270	i.breckell@acme.com	Technology	Advanced	GSM	Active	67.3/100GB	⋮



# Wireless Carrier Enterprise Account Portal

Suspend lines menu for multiple lines.

The screenshot shows the 'Suspend lines' interface. At the top, there are navigation links for 'Notifications', 'Settings', and 'Contact & Support'. Below this, a breadcrumb trail shows 'Home > Acme Inc. > Widget Division'. The main header identifies the account as 'Widget division' with ID '#9652384722'. A summary section displays key metrics: 1,246 total lines, 215 eligible to upgrade, 103 devices financed, and 30% off eligible devices. A 'List view' section shows 'All lines' selected. Below this, there are action buttons for 'Send to Cindy', 'Suspend lines', 'Restore lines', 'Change plans', and 'Change'. A table lists 23 lines with columns for 'LINE NUMBER', 'SIM', 'EMAIL', 'DEPT', 'Custom Field REGION', and 'PLAN'. The 'Suspend lines' button is highlighted. Below the table, there are 'Terms and Conditions' and a 'Complete with care' button.

Changing numbers menu for multiple lines.

The screenshot shows the 'Uploaded file validation' interface. At the top, there are navigation links for 'Notifications', 'Settings', and 'Contact & Support'. Below this, a breadcrumb trail shows 'Home > Acme Inc. > Widget Division'. The main header identifies the account as 'Widget division' with ID '#9652384722'. A summary section displays key metrics: 1,246 total active lines and \$0.00 bill balance. A 'List view' section shows 'Search results' selected. Below this, there are action buttons for 'Send to care team' and 'Suspend lines'. The main content area is titled 'Uploaded file validation' and shows a 'VALIDATION STATUS' section with '160 requests were valid' and '25 errors found'. A 'NEXT STEP' section offers three options: 'Submit valid requests only', 'Download spreadsheet with errors and fix later', and 'Fix the errors now'. Below this, there is a table of validation results with columns for 'Original number', 'Customer/Employee moved', 'Area code', and 'Remove request'. The table shows several rows with errors, such as 'No area code provided'.

# Wireless Carrier Enterprise Account Portal – Mobile

Lines

Home > Acme Inc. > Widget Division

Search within Widget Division for lines, IMEs...

#9652384722  
**Widget division**

Lines Account activity Billing Account d

1,246 total active lines >

\$0.00 bill balance >

\$240 out of plan charges >

103 devices financed >

FREE smartphones for new lines >

List view  
All lines

Showing all 1,246 lines. Sorted by: Status

Select all lines

<input type="checkbox"/>	214.646.4821	▼
<input type="checkbox"/>	214.873.0098	▼
<input type="checkbox"/>	214.765.3894	▼
<input type="checkbox"/>	214.009.7643	▼
<input type="checkbox"/>	214.347.9982	▼
<input type="checkbox"/>	214.112.0006	▼
<input type="checkbox"/>	214.223.1167	▼
<input type="checkbox"/>	214.657.7731	▼
<input type="checkbox"/>	214.101.1100	▼
<input type="checkbox"/>	214.880.9898	▼
<input type="checkbox"/>	214.556.2214	▼
<input type="checkbox"/>	214.586.9873	▼
<input type="checkbox"/>	214.573.9900	▼
<input type="checkbox"/>	214.367.2234	▼
<input type="checkbox"/>	214.646.6646	▼

Lines

Home > Acme Inc. > Widget Division

SEARCH TIPS

- 1 Search on line numbers, SIMs, IMEI numbers, custom field values, device type
- 2 Paste multiple numbers directly into search from a spreadsheet

1,246 total active lines >

\$0.00 bill balance >

\$240 out of plan charges >

103 devices financed >

FREE smartphones for new lines >

List view  
All lines

Showing all 1,246 lines. Sorted by: Status

Select all lines

<input type="checkbox"/>	214.646.4821	▼
<input type="checkbox"/>	214.873.0098	▼

Lines

Home > Acme Inc. > Widget Division

415

Looking for Anything

415 RESULTS (5)

- 6 lines matching on area code in Widget division
- 12 lines matching on device number in Widget division
- 4 lines matching on SIM in Widget division
- 10 transactions matching on device number in Account activity

FREE smartphones for new lines >

List view  
All lines

Showing all 1,246 lines. Sorted by: Status

Select all lines

<input type="checkbox"/>	214.646.4821	▼
<input type="checkbox"/>	214.873.0098	▼

Lines

Home > Acme Inc. > Widget Division

Search within Widget Division for lines, IMEs...

#9652384722  
**Widget division**

Lines Account activity Billing Account d

1,246 total active lines >

\$0.00 bill balance >

\$240 out of plan charges >

103 devices financed >

FREE smartphones for new lines >

List view  
Search results

Showing 6 lines matching on area code in Widget division. Save this as a list view. Sorted by: Status

Select all lines

6 lines selected **Bulk actions**

<input checked="" type="checkbox"/>	415.638.9834	▼
<input checked="" type="checkbox"/>	415.428.0002	▼
<input checked="" type="checkbox"/>	415.093.5482	▼
<input checked="" type="checkbox"/>	415.660.0922	▼
<input checked="" type="checkbox"/>	415.630.1121	▼

Lines

Home > Acme Inc. > Widget Division

Search within Widget Division for lines, IMEs...

6 lines selected

**Bulk actions**

- Send to Cindy
- SIM swap
- Change numbers
- Change services
- Edit region
- Custom fields
- Cancel lines

6 lines selected

Select all lines

<input type="checkbox"/>	214.646.4821	▼
<input type="checkbox"/>	214.873.0098	▼

Mobile Editing Panel

Change numbers

6 Lines selected

REASON FOR CHANGE

Customer/Employee moved

CHOOSE NUMBER BY

Area code 858

Send to care Next

Mobile Editing Panel

Change numbers

6 Lines selected

CHOOSE THE NEXT 3 DIGITS (NXX) OPTIONAL

All 6 lines were automatically assigned to the NXX 111. You may change this selection in the table below.

<input type="checkbox"/>	NXX	Lines available
<input type="checkbox"/>	858.102.xxxx	4 available lines
<input checked="" type="checkbox"/>	858.111.xxxx	6 remaining lines
<input type="checkbox"/>	858.137.xxxx	13 available lines

Showing 3 of 30 [View All](#)

Send to care **Skip**

# Molina Healthcare Member Portal

# Molina Healthcare Member Portal

## About the Project

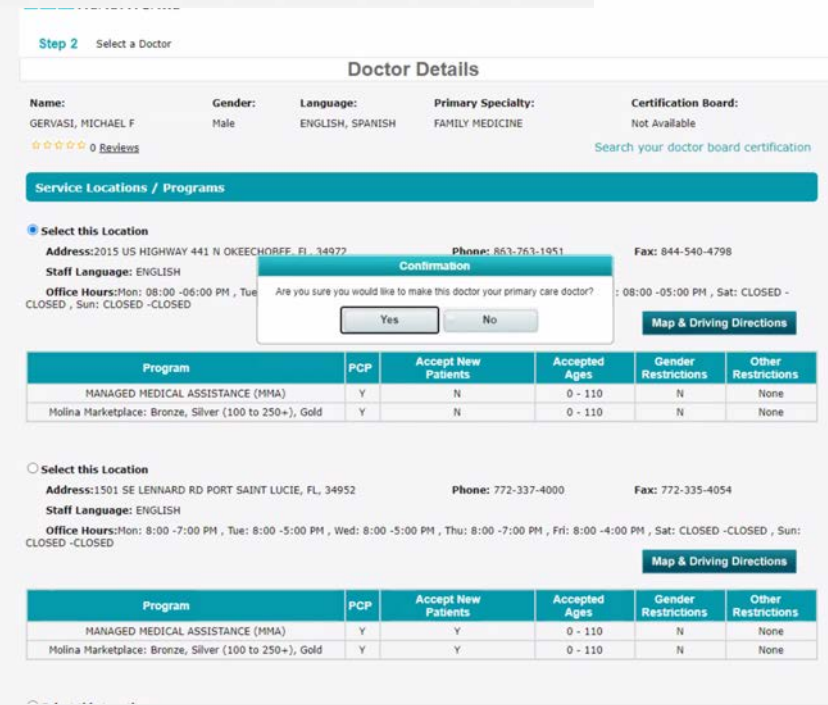
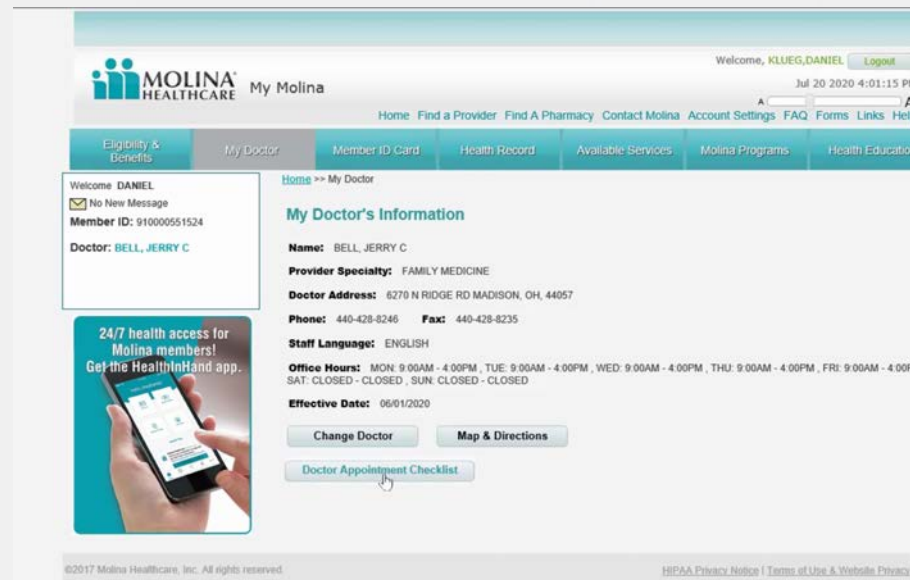
We were tasked to redesign an outdated member portal for healthcare insurance provider. Site was designed for responsive framework. I was the lead on the project that included UX/UI designers, researchers, business analysts.

## Process

- Stakeholder workshops/interviews to get insight into legacy portal.
- The process included, stakeholder workshops, user tests, sketch/lo-fi wireframing, visual design and prototype as well as design system.
- Based on Material Design principles and components.
- Delivered a design system and style guide.



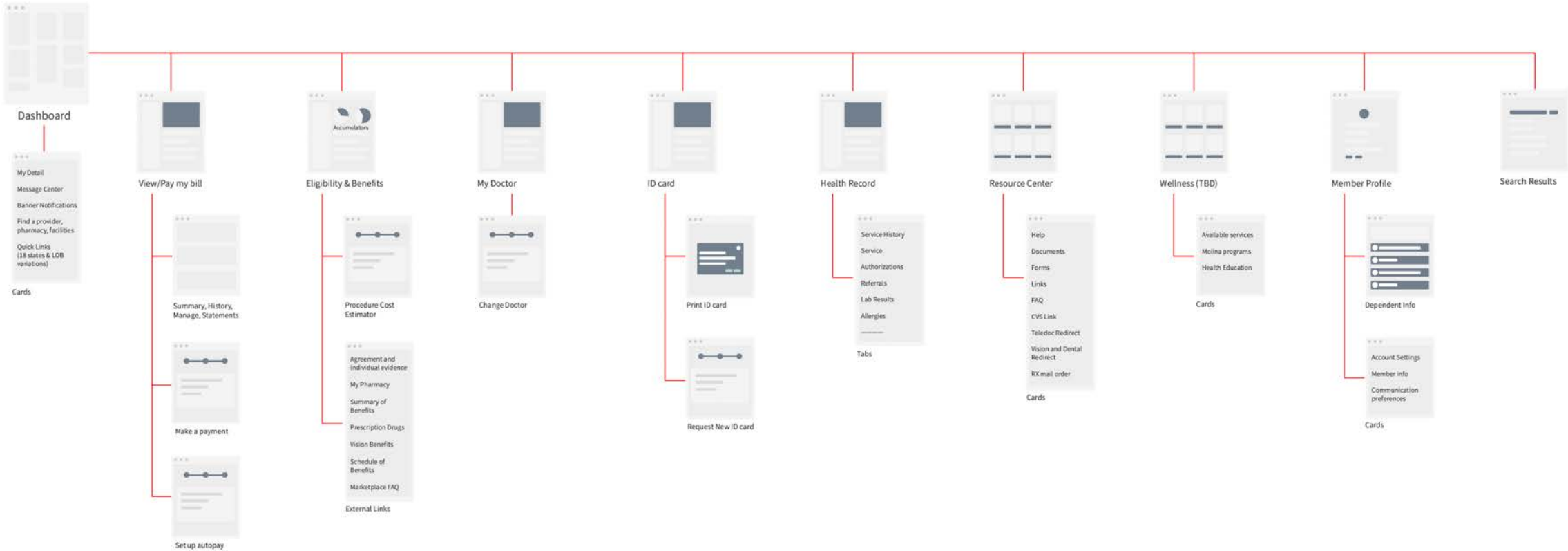
Legacy experience



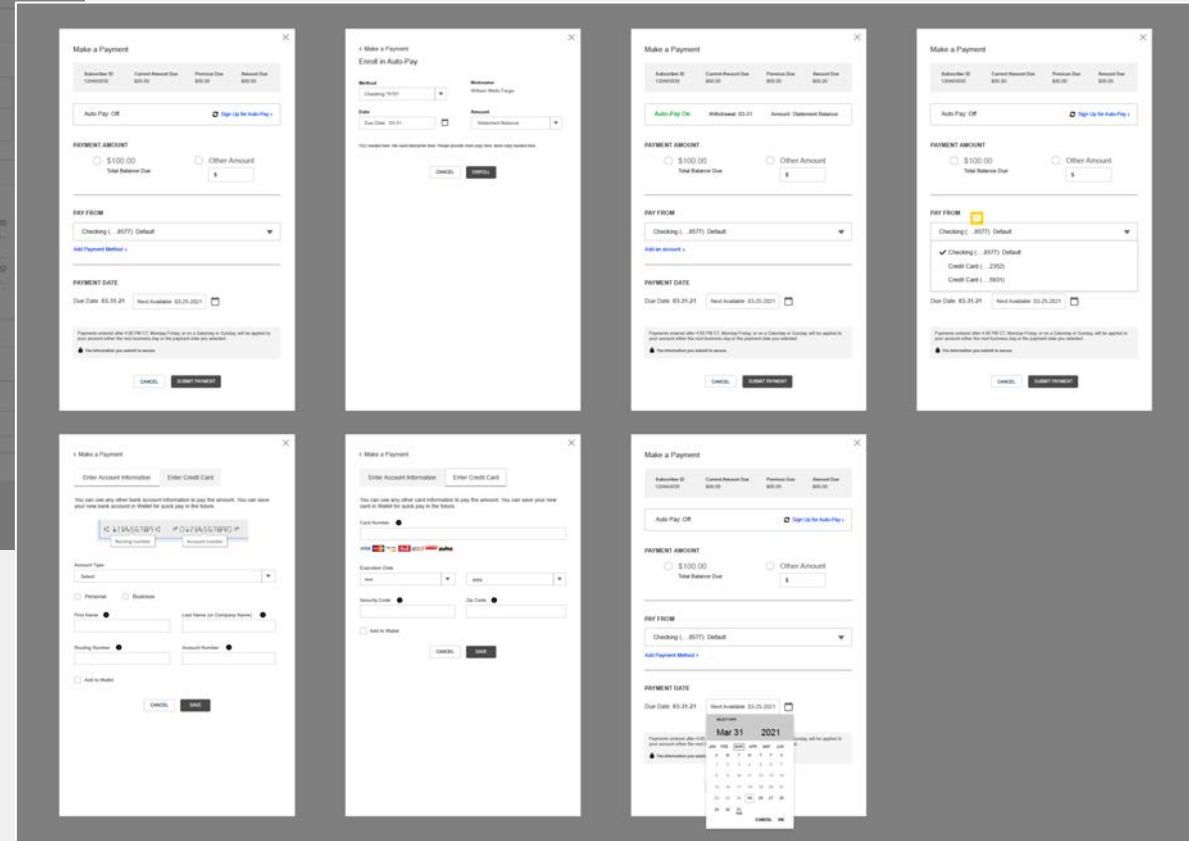
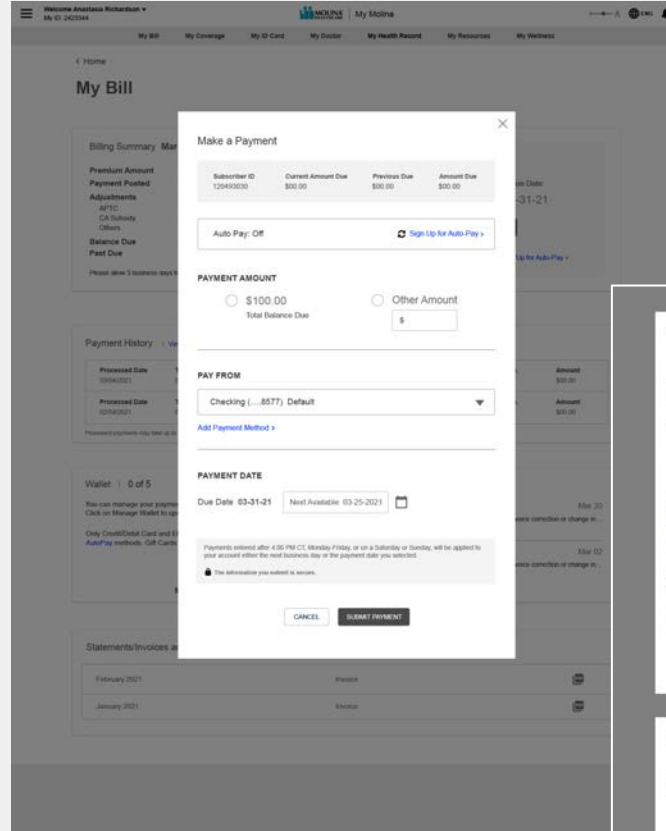
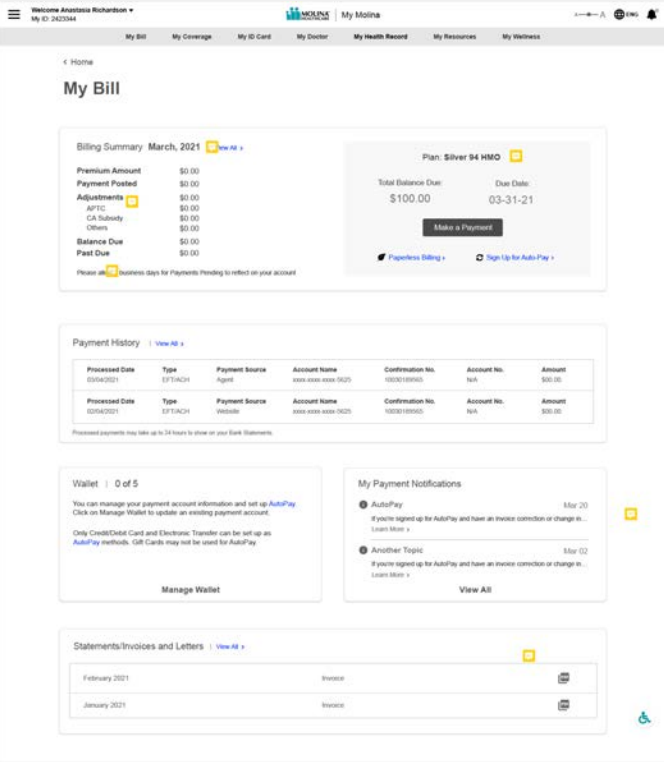
# Molina Healthcare Member Portal Site Map

## MARKETPLACE

- Register/Log In
- View/Pay my bill
- Eligibility & Benefits
- My Doctor
- ID card
- Health Record
- Resource Center
- Wellness
- Contact
- Profile
- Search



# Molina Healthcare Member Portal – Lo-fi wireframes



# Molina Healthcare Member Portal Redesigned

Dashboard

Welcome Anastasia Richardson  
My ID: 2423344

My Bill | My Coverage | My ID Card | My Doctor | My Health Record | My Resources | My Wellness

My Membership Status is **Covered** [Learn More >](#)

### My Details

<b>Coverage End Date</b> 01/01/2021	<b>Plan Name</b> Constant Care Silver 200
<b>Member ID</b> 2423344	<b>My Doctor</b> David, M

[GET ID CARD >](#) [CHANGE DOCTOR >](#)

### My Bill

**Balance Due:** \$0.00  
**Balance due on:** mm/dd

[Sign Up For Auto-Pay](#)

[Paperless Billing >](#)

[MANAGE PAYMENT >](#)

### My Messages

- Covid Updates** Dec 20 [Learn More >](#)
- Open Enrollment is Here** Nov 31 [Renew Now >](#)
- 1095 Tax Information** Oct 22 [Learn More >](#)

[VIEW ALL >](#)

### Track My Spending

[More Details >](#)

<b>Medical Deductible</b>	\$1200.00
Progress: \$984.82	
<b>Pharmacy Deductible</b>	\$1200.00
Progress: \$682.82	
<b>Annual Out of Pocket Maximum</b>	\$1200.00
Progress: \$482.82	

[Learn more about benefit breakdown](#)

The amounts reflected are based on claims received and processed as of mm/dd/yyyy. This information is subject to change based on any subsequently received claims.

### Helpful Links

- [Virtual Care](#)
- [Find a Doctor](#)
- [Claims](#)
- [Member Handbook](#)
- [FAQs](#)

### Language information

If you, or someone you're helping, has questions about Molina Marketplace, you have the right to get help and information in your language at no cost. To talk to an interpreter, call 1 (855) 885-3176.

English | Español | 中文 | Tiếng Việt | Tagalog | 한국어 | Hmong | العربية | हिन्दी | 日本語 | বাংলা | ગુજરાતી | Hmoob | ភាសាខ្មែរ

- [Notice of Nondiscrimination](#)
- [Multi-Language Interpreter Service](#)

**My Molina** | **Customer Support Center** (888) 560-5716 | **Nurse Advice Line** (888) 275-8750 (English) | **Send a Message**

Monday-Friday 8:00 AM - 7:00PM EST | (866) 648-3537 (Spanish) Monday-Friday 24 hours | Got Questions? We've got answers. And we're happy to help you with whatever you need. Send us a message through our [Contact Us page](#).

Welcome back, Anastasia R.  
ID: 2423344  
Spouse name: ID 23494565  
Dependent name: ID 32839390

My Coverage | My ID Card | My Doctor | My Health Record | My Resources | My Wellness

My Membership Status is **Covered** [Learn More >](#)

- My Bill
- My Coverage
- My ID card
- My Doctor
- My Health Record
- My Resources
- My Wellness

- Notifications
- Contact
- Languages
- Account Settings
- Logout

### My Bill

**Balance Due:** \$0.00  
**Balance due on:** mm/dd

[Sign Up For Auto-Pay](#)

[Paperless Billing >](#)

[CHANGE DOCTOR >](#)

### My Messages

- Covid Updates** Dec 20 [Learn More >](#)
- Open Enrollment is Here** Nov 31 [Renew Now >](#)
- 1095 Tax Information** Oct 22 [Learn More >](#)

[VIEW ALL >](#)

### Track My Spending

[More Details >](#)

<b>Medical Deductible</b>	\$1200.00
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Progress: \$482.82	

[Learn more about benefit breakdown](#)

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### Helpful Links

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- [Find a Doctor](#)
- [Claims](#)
- [Member Handbook](#)
- [FAQs](#)

Menu

# Molina Healthcare Member Portal Redesigned

## Policy coverage

The redesigned 'My Coverage' page features a clean, modern layout. At the top, a navigation bar includes the user's name (Anastasia Richardson), ID (2423344), and language options (English). Below this, a secondary navigation bar offers links to 'My Bill', 'My Coverage' (active), 'My ID Card', 'My Doctor', 'My Health Record', 'My Resources', and 'My Wellness'. The main content area is titled 'My Coverage' and includes a 'Plan year' dropdown set to 2020. A prominent 'Eligibility' section displays key plan details: 'Constant Care Silver 200', 'Coverage Effective Date: 01/01/2021', and 'Coverage Terminate Date: 12/31/2021'. Below this, two 'Track My Spending' sections use progress bars to show spending against \$1200.00 deductibles for Medical, Pharmacy, and Annual Out of Pocket Maximum. A 'Procedure Cost Estimator' button is prominently displayed. At the bottom, a 'Helpful Links' section provides quick access to Virtual Care, Find a Doctor, Claims, Member Handbook, and FAQs.

## Procedure cost estimator

The Procedure Cost Estimator interface is designed for user interaction. It features a search modal titled 'What would you like to get a cost estimate for?' with fields for 'Enter your Location' (ZIP), 'Search by procedure description' (with an example: 'Knee surgery, cataract surgery, X-ray'), and 'Know your procedure code?' (Enter the Code). A 'SEARCH' button is located at the bottom right of the modal. Below the search modal, the 'Estimated Cost for L1833 Knee Orthosis Adjustable Joint RIGD SUPP PREFAB for ZIP 00000' is displayed. The cost is broken down into 'In-Network' (\$0.00 - \$500.00) and 'Out-of-Network' (\$0.00 - \$500.00). A 'PRINT' button and a 'START OVER' link are also visible. The background shows the 'My Coverage' page with a 'Helpful Links' section at the bottom.



# Molina Healthcare Member Portal Redesigned

## Billing dashboard

Welcome Anastasia Richardson  
My ID: 2423344

MOLINA HEALTHCARE My Molina

My Bill My Coverage My ID Card My Doctor My Health Record My Resources My Wellness

< Home

### My Bill

**My Plan: Silver 94 HMO**

**My Billing Summary as of March 31, 2021**

Total Balance Due:	\$100.00	Due Date:	03-31-21	Premium Amount:	\$0.00
				Payment Posted:	\$0.00
				Adjustments +:	\$0.00
				Balance Due:	\$0.00
				Past Due:	\$0.00

MAKE A PAYMENT

PAPERLESS BILLING > SIGN UP FOR AUTOPAY >

Please allow 3 business days for Payments Pending to reflect on your account

### My Payment History | View All >

Processed Date	Amount	Type	Payment Source	Account Name	Account No.	Confirmation No.
03/04/2021	\$0.00	EFT/ACH	Agent	xxxx-xxxx-xxxx-5625	xxxx0000	10030189565
03/04/2021	\$0.00	EFT/ACH	Agent	xxxx-xxxx-xxxx-5625	xxxx0000	10030189565

Processed payments may take up to 24 hours to show on your Bank Statements.

### My Wallet | 0 of 5 | Manage >

ADD PAYMENT METHOD

You can manage your payment account information and set up **AutoPay**. Click on Manage Wallet to update an existing payment account. Only Credit/Debit Card and Electronic Transfer can be set up as **AutoPay** methods. Gift Cards may not be used for AutoPay.

### My Statements/Invoices | View All >

Document Name	Processed Date
Invoice	03/15/2021
Invoice	03/12/2021

### Letters | View All >

Document Name	Revised Date
Change Letter	03/15/2021
Change Letter eNote	03/12/2021

## Health record

Welcome Anastasia Richardson  
My ID: 2423344

MOLINA HEALTHCARE My Molina

My Bill My Coverage My ID Card My Doctor My Health Record My Resources My Wellness

< Home

### My Health Record [View Health Record >](#)

Claims History Service Authorizations Lab Results Referrals Allergies Medications Inpatient Admissions & ER Visits

Search by

Start Date: mm/dd/yyyy End Date: mm/dd/yyyy Provider:

SEARCH

1-10 of 42 results

<b>ECARDIO DIAGNOSTICS LLC</b>	Processing	Claim: 1/12/2021	Service: 1/06/2021	Paid on: 1/12/2021	Description: Office Visit	EOB
<b>Vital Urgent Care</b>	Processing	Claim: 1/08/2021	Service: 1/06/2021	Paid on: 1/12/2021	Description: Office Visit	EOB
<b>Name of Provider</b>	Processing	Claim: 1/09/2021	Service: 1/06/2021	Paid on: 1/12/2021	Description: Lab Test	EOB
<b>Name of Provider - Longer name will show like this</b>	Processing	Claim: 1/05/2021	Service: 1/06/2021	Paid on: 1/12/2021	Description: Office Visit	EOB
<b>Name of Provider</b>	Paid	Claim: 1/02/2021	Service: 1/06/2021	Paid on: 1/12/2021	Description: Lab Test	EOB
<b>Name of Provider - Longer name</b>	Processing	Claim: 12/12/2020	Service: 1/06/2021	Paid on: 1/12/2021	Description: Procedure	EOB
<b>Name of Provider</b>	Denied	Claim: 12/12/2020	Service: 1/06/2021	Paid on: 1/12/2021	Description: Lab Test	EOB
<b>Name of Provider</b>	Processing	Claim: 12/12/2020	Service: 1/06/2021	Paid on: 1/12/2021	Description: Procedure	EOB
<b>Name of Provider</b>	Processing	Claim: 12/12/2020	Service: 1/06/2021	Paid on: 1/12/2021	Description: Procedure	EOB
<b>Name of Provider</b>	Processing	Claim: 12/12/2020	Service: 1/06/2021	Paid on: 1/12/2021	Description: Procedure	EOB

# Molina Healthcare Member Portal Design System

My Molina MVP Design System - 3.17.21

**Guidelines**

**Color**

Grid - Desktop  
Grid - Mobile  
Icon  
Typography

**Components**

Group  
Button  
Card  
Dropdown  
Text Fields  
Slider  
Navigation  
Data Table  
Membership Status  
Radio Buttons & Checkboxes  
Tab

**Color**

Primarily we should use teal, black, white, and grayscale for clarity and accessibility. Light teal is used as the footer background.

Secondary colors such as purple are used in specific circumstances such as buttons used to draw the eye. Molina Orange is used for errors and notifications. Marketplace Teal is only used with the Molina Library icons.

Tertiary colors are used in the backgrounds of membership statuses and the statuses of assessments and claims.

**Primary**

01.01.01 TEAL (#008080)  
01.01.02 LIGHT TEAL (#B0E0E6)  
01.01.03 BLACK (#000000)  
01.01.04 DARK GRAY (#333333)  
01.01.05 MEDIUM GRAY (#666666)  
01.01.06 LIGHT GRAY (#999999)  
01.01.07 VERY LIGHT GRAY (#CCCCCC)  
01.01.08 WHITE (#FFFFFF)

**Secondary**

01.02.01 MOLINA PURPLE (#663399)  
01.02.02 MARKETPLACE TEAL (#008080)  
01.02.03 MOLINA ORANGE (#FF6600)

**Tertiary**

01.03.01 AT THE GREEN (#00FF00)  
01.03.02 GOLD 2 PINK TEAL (#FFCC00)  
01.03.03 TOMORROW RED (#FF0000)

My Molina MVP Design System - 3.17.21

**Guidelines**

Color  
Grid - Desktop  
Grid - Mobile  
Icon  
Typography

**Components**

Group  
Button  
Card  
Dropdown  
Text Fields  
Slider  
Navigation  
Data Table  
Membership Status  
Radio Buttons & Checkboxes  
Tab

**Navigation**

The navigation menu should be used on the side as a desktop alternative to the mobile tab menu. Items that are highlighted in a hover state should use gray (#E0E0E0) to visually represent which selection the user has their cursor over.

**Structure**

This panel appears as an overlay on the left side of the screen when the hamburger menu icon is clicked or tapped. Each option has a height of 50px.

**Variation**

Active: My Doctor  
Hover: My Doctor

**Navigation (Mobile)**

**Structure**

This panel appears as an overlay on the left side of the screen when the hamburger menu icon is tapped. This serves as the main navigation for mobile users. Each option has a height of 50px.

**Variation**

Active: My Doctor  
Hover: My Doctor

My Molina MVP Design System - 3.17.21

**Guidelines**

Color  
Grid - Desktop  
Grid - Mobile  
Icon  
Typography

**Components**

Group  
Button  
Card  
Dropdown  
Text Fields  
Slider  
Navigation  
Data Table  
Membership Status  
Radio Buttons & Checkboxes  
Tab

**Grid - Desktop**

Desktop web uses 12 columns / 90px column width / 44px gutter width. The side margins are 178px wide at 1920x1080.

1920x1080 12 columns

Column Width - 90px  
Gutter Width - 44px  
Margin Width - 178px

**Example Screen**

My Molina MVP Design System - 3.17.21

**Guidelines**

Color  
Grid - Desktop  
Grid - Mobile  
Icon  
Typography

**Components**

Group  
Button  
Card  
Dropdown  
Text Fields  
Slider  
Navigation  
Data Table  
Membership Status  
Radio Buttons & Checkboxes  
Tab

**Buttons**

Text buttons are used mainly to confirm or cancel certain actions from the user. When they are used, they should be placed inside another component such as a card.

Contained buttons are used for the primary action of a page. For example, Sign Up for Auto-Pay, Send, or Pay Bill are all actions we want the user to take. Outlined buttons are used as secondary actions on a page.

Molina purple and teal are used in the contained buttons to create cohesion with the Molina Marketplace homepage and the Molina brand as a whole. Campton Semibold font is used inside for text.

**Desktop Buttons**

Text: ENABLED | DISABLED | PENDING | 12/18/2021  
Outlined: ENABLED | DISABLED | PENDING | 12/18/2021  
Contained: Sign Up for Auto-Pay | Sign Up for Auto-Pay  
Contained: SEND | SEND  
Text with icon: Paper Plane | Paper Plane  
Text with icon: ENABLED | PENDING | 12/18/2021 | 12/18/2021  
Accessibility button: ? | ?  
Dismissal button: X | X

**Mobile Buttons**

Text: ENABLED | DISABLED | PENDING | 12/18/2021  
Outlined: ENABLED | DISABLED | PENDING | 12/18/2021  
Contained: Sign Up for Auto-Pay | Sign Up for Auto-Pay  
Contained: SEND | SEND  
Text with icon: Paper Plane | Paper Plane  
Text with icon: ENABLED | PENDING | 12/18/2021 | 12/18/2021  
Accessibility button: ? | ?  
Dismissal button: X | X

# Toyota/Lexus Dealer Portal

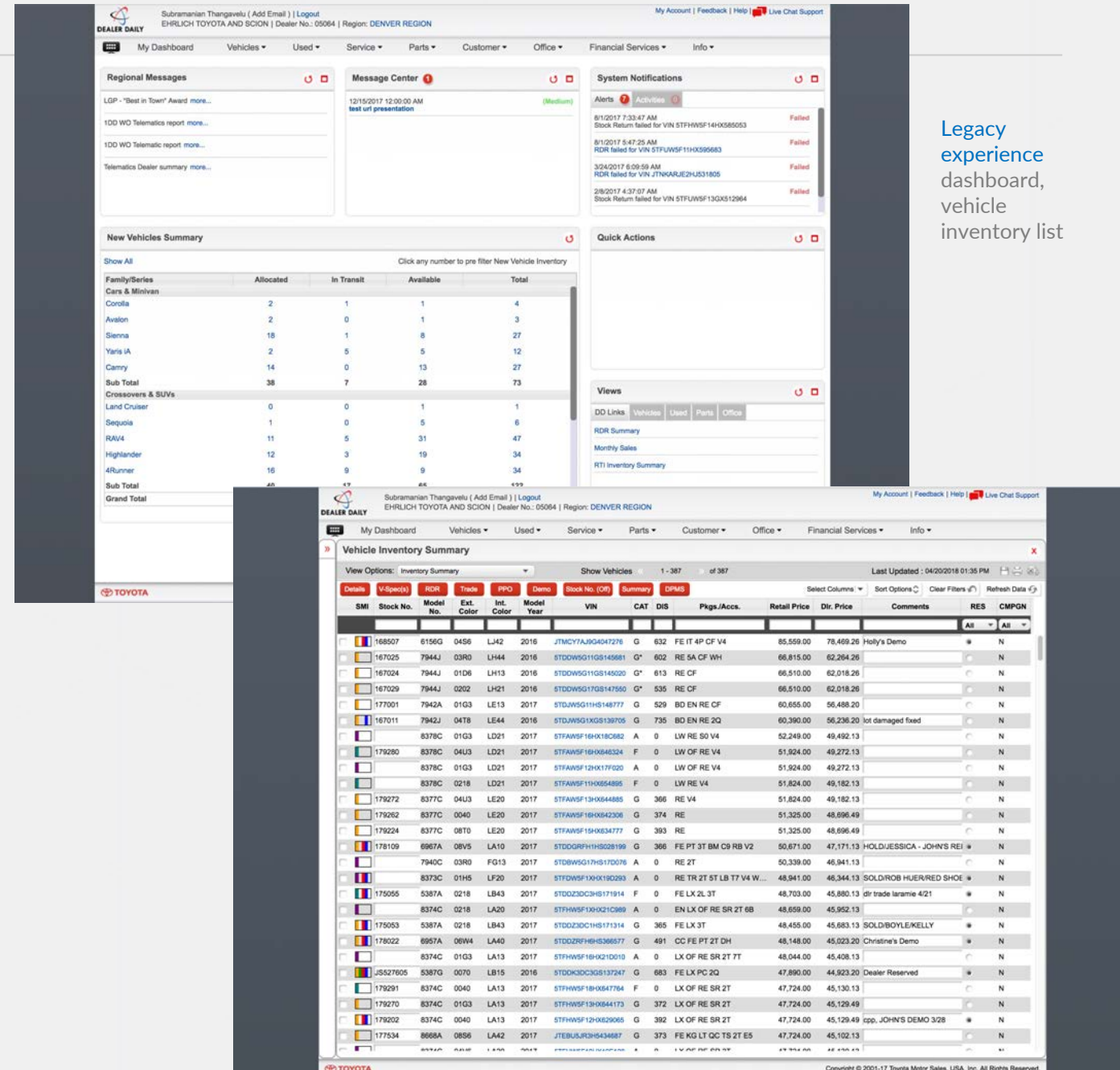
# Toyota/Lexus Dealer Portal

## About the Project

We were tasked to redesign a portal that served all dealers for an auto manufacturer. The process involved workshops, user interviews/testing, design process in lo-fi and final wireframes built with prototypes in Adobe XD. I was the lead on the project working with UX/UI designers, product managers, business analysts and researchers.

## Process

- User interviews to get insight into legacy portal.
- Iterative design process to solve user friction, clarify content, optimize overall flow.
- New features like parts ordering work-flow as well as enhanced filtering were designed.
- Templated experience to have a single UX for both 'Lexus' and 'Toyota' brands in the application.



Legacy experience dashboard, vehicle inventory list

# Toyota/Lexus Dealer Portal – Dealer Landing Page

The screenshot shows the main landing page of the dealer portal. At the top, there is a header with the 'DD Logo', the date 'Monday April 23', and user information for 'John Doe, Sales Manager'. A large hero image features a dark SUV with a text overlay: "Let's Go Places! Best In Town Award Welcome to the 2017-18 Best In Town award website." Below the hero image, there are two main sections: 'My Apps' and 'All Apps'. 'My Apps' includes 'Inventory Dashboard', 'Inventory Summary', 'Monthly Sales', and 'Trade History'. 'All Apps' is divided into 'New Vehicles' and 'Used Vehicles' categories, each containing various application icons for tasks like 'Inventory Summary', 'Monthly Sales', 'Trade History', 'PPO Accessory Update', 'TCUV Inventory', 'TCUV Reports', 'TCUV Monthly Sales', 'TCUV RDR Address', 'Preference Request', 'Vehicle Change Request', and 'Vehicle Locator'. A footer contains the Toyota logo, copyright information, and links to 'Terms and Conditions' and 'Privacy Statement'.

## App menu

This screenshot shows the 'App menu' overlay on the same dealer portal page. The menu is titled 'All Apps' and includes a search bar. It is organized into three main sections: 'New Vehicles', 'Used Vehicles', and 'All Apps'. The 'New Vehicles' section contains icons for 'Inventory Dashboard', 'Inventory Summary', 'Monthly Sales', 'Trade History', 'PPO Accessory Update', and 'Preference Request'. The 'Used Vehicles' section contains icons for 'TCUV Inventory', 'TCUV Reports', 'TCUV Monthly Sales', 'TCUV RDR Address', 'Inventory Summary', 'Monthly Sales', 'Trade History', 'PPO Accessory Update', 'Vehicle Change Request', and 'Vehicle Locator'. The 'All Apps' section at the bottom contains icons for 'Inventory Summary', 'Monthly Sales', 'Trade History', 'PPO Accessory Update', 'TCUV Inventory', 'TCUV Reports', 'TCUV Monthly Sales', and 'TCUV RDR Address'. The background of the page is dimmed, and the footer remains visible at the bottom.

# Toyota/Lexus Dealer Portal – Inventory Summary

## List view

DD Logo Monday April 23 TOYOTA (CINCINNATI) Dealer No. 34089 (Region: CINCINNATI REGION) John Doe Sales Manager

Dashboard **Inventory Summary**

Showing 1 - 8 of 9 results Column Sort & Filter View by: Low to High

Search and Filters: Category, Body Style, Models, Exterior Color, Interior Color, Retail Price

Model	Stock #	Model #	Ext.	Int.	VIN	CAT	DIS	PKGS/Accs	Retail Price	Dealer Price	Comments	Res	CMPGN
	3353	1852A	01F7	FB11	JTDKDTB33J1601355	G	89	FE 2T DK EF	\$20,208.00	\$19,116.67	PP106	<input type="radio"/>	N
	3358	1852A	01F7	FB11	JTDKARFUJ3059320	G	118	FE 2T DK EF	\$20,208.00	\$19,116.67		<input type="radio"/>	N
	3352	1852A	0040	FB21	JTDKARFU4J3059363	G	131	FE 2T DK EF	\$20,208.00	\$19,116.67		<input type="radio"/>	N
	3350	1852A	0040	FB21	JTDKARFU1J3551204	G	140	FE 2T DK EF	\$20,208.00	\$19,116.67		<input type="radio"/>	N
	3353	1852A	0040	FB21	JTDKARFU6J3058201	G	148	FE 2T DK Q2	\$20,616.00	\$19,437.67		<input type="radio"/>	N
	3350	1852A	0040	FB21	JTDKARFU5J3059288	G	162	FE 2T DK Q2	\$20,616.00	\$19,437.67		<input type="radio"/>	N
	3389	1226A	0070	EA21	JTDKDTB30J1606965	G	71	BF BG FE PC 2T...	\$30,146.00	\$28,673.67		<input type="radio"/>	N
	3312	1237A	0070	EA20	2T1BURHE3JC101140	G	32	FE PC 2T D5 DK...	\$30,602.00	\$29,916.38		<input type="radio"/>	N

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## Grid view

DD Logo Monday April 23 TOYOTA (CINCINNATI) Dealer No. 34089 (Region: CINCINNATI REGION) John Doe Sales Manager

Dashboard **Inventory Summary**

Showing 1 - 8 of 9 results View by: Low to High

Search and Filters: Category, Body Style, Models, Exterior Color, Interior Color, Retail Price

2532

JTNB11HK4J048145

Retail Price: \$23,495.00 Stock #: 4353

Exterior Color: 01F7 Interior Color: FB11

2532

JTNB11HK4J046752

Retail Price: \$24,895.00 Stock #: 4358

Exterior Color: 01F7 Interior Color: FB11

2532

JTDKARFU4J3059363

Retail Price: \$24,895.00 Stock #: 4352

Exterior Color: 0040 Interior Color: FB21

2532

JTDKARFU1J3551204

Retail Price: \$26,095.00 Stock #: 4350

Exterior Color: 0040 Interior Color: FB21

2532

JTDKARFU6J3058201

Retail Price: \$29,345.00 Stock #: 4353

Exterior Color: 0040 Interior Color: FB11

2532

JTDKARFU5J3059288

Retail Price: \$29,569.00 Stock #: 4368

Exterior Color: 0040 Interior Color: FB21

2532

JTDKDTB30J1606965

Retail Price: \$30,569.00 Stock #: 4368

Exterior Color: 0070 Interior Color: EA21

2532

2T1BURHE3JC101140

Retail Price: \$30,602.00 Stock #: 4312

Exterior Color: 0070 Interior Color: EA20

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# Toyota/Lexus Dealer Portal – Inventory Summary

## Vehicle Details

DD Logo Monday April 23 TOYOTA CINCINNATI Dealer No. 34098 Region CINCINNATI REGION John Doe Sales Manager

Dashboard **Inventory Summary**

Column Sort & Filter View by: Low to High

V-Specs RDR Trade PPO Demo

Model	Stock #	Model #	Ext.	Int.	VIN	CAT	DIS	PKGS/Accs	Retail Price	Dealer Price	Comments	Res	CMPGN						
	3353	1852A	01F7	FB11	JTDKOT833J1801355	G	89	FE 2T DK EF	\$20,208.00	\$19,116.67	PP106	O	N						
<b>2018 COROLLA SE</b> 1.8L 4-Cyl. Continuously Variable Transmission with Intelligence and Shift Mode (CVT-I-S) <table border="0"> <tr> <td> <b>EXTERIOR COLOR</b>            01F7         </td> <td> <b>PACKAGES &amp; ACCESSORIES</b> <ul style="list-style-type: none"> <li>All Weather Floor Liners and Door Sill Protectors</li> <li>Bed Mat</li> <li>50 State Emissions</li> <li>Mudguards</li> </ul> </td> <td> <b>RETAIL PRICE</b>  <b>\$20,208.00</b> </td> </tr> <tr> <td> <b>INTERIOR COLOR</b>            FB11         </td> <td></td> <td> <b>DEALER PRICE</b>  <b>\$19,116.67</b> </td> </tr> </table>														<b>EXTERIOR COLOR</b> 01F7	<b>PACKAGES &amp; ACCESSORIES</b> <ul style="list-style-type: none"> <li>All Weather Floor Liners and Door Sill Protectors</li> <li>Bed Mat</li> <li>50 State Emissions</li> <li>Mudguards</li> </ul>	<b>RETAIL PRICE</b> <b>\$20,208.00</b>	<b>INTERIOR COLOR</b> FB11		<b>DEALER PRICE</b> <b>\$19,116.67</b>
<b>EXTERIOR COLOR</b> 01F7	<b>PACKAGES &amp; ACCESSORIES</b> <ul style="list-style-type: none"> <li>All Weather Floor Liners and Door Sill Protectors</li> <li>Bed Mat</li> <li>50 State Emissions</li> <li>Mudguards</li> </ul>	<b>RETAIL PRICE</b> <b>\$20,208.00</b>																	
<b>INTERIOR COLOR</b> FB11		<b>DEALER PRICE</b> <b>\$19,116.67</b>																	
	3358	1852A	01F7	FB11	JTDKARFU8J3059320	G	118	FE 2T DK EF	\$20,208.00	\$19,116.67		O	N						
	3352	1852A	0040	FB21	JTDKARFU4J3059363	G	131	FE 2T DK EF	\$20,208.00	\$19,116.67		O	N						
	3350	1852A	0040	FB21	JTDKARFU1J3551204	G	140	FE 2T DK EF	\$20,208.00	\$19,116.67		O	N						
	3353	1852A	0040	FB21	JTDKARFU6J3058201	G	148	FE 2T DK Q2	\$20,616.00	\$19,437.67		O	N						

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## Sales Dashboard

DD Logo Monday April 23 TOYOTA CINCINNATI Dealer No. 34098 Region CINCINNATI REGION John Doe Sales Manager

Dashboard

### Pipeline

<b>24</b> Allocated	<b>19</b> In Transit	<b>84</b> Available
------------------------	-------------------------	------------------------

### Top Selling Vehicles

New Used April 2018

<b>174</b> Camry ↑	<b>114</b> Corolla ↑	<b>77</b> Tacoma
--------------------	----------------------	------------------

### Sales Summary (MTD-April)

New Used

<p>NEW</p>	<p>USED</p>
------------	-------------

### Sales Leaderboard

April 2018

My Rank: **7th Rank** (RDR Record Count: 10)

Top 3 Leaders:

<b>Nusrat Jaffer</b> RDR Record Count: 22	<b>Michael Dougall</b> RDR Record Count: 20	<b>Abou Tounkara</b> RDR Record Count: 14
--	--	--

### Incentive Summary

<p>My Earnings vs Total Incentive Earnings</p>	<b>TOTAL \$</b> of Open Challenges <b>\$ 75,000</b>	<b>TOTAL \$</b> in Buyback Program <b>\$ 25,000</b>
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# Capital Group Fund Transaction App



# Capital Group Fund Transaction App

## About the Project

I was a lead on legacy app redesign project for Capital Group. We worked in agile approach to redesigning a portal that displayed funds transactions. Worked with product managers, business and dev to optimize experience and develop new features.

## Process

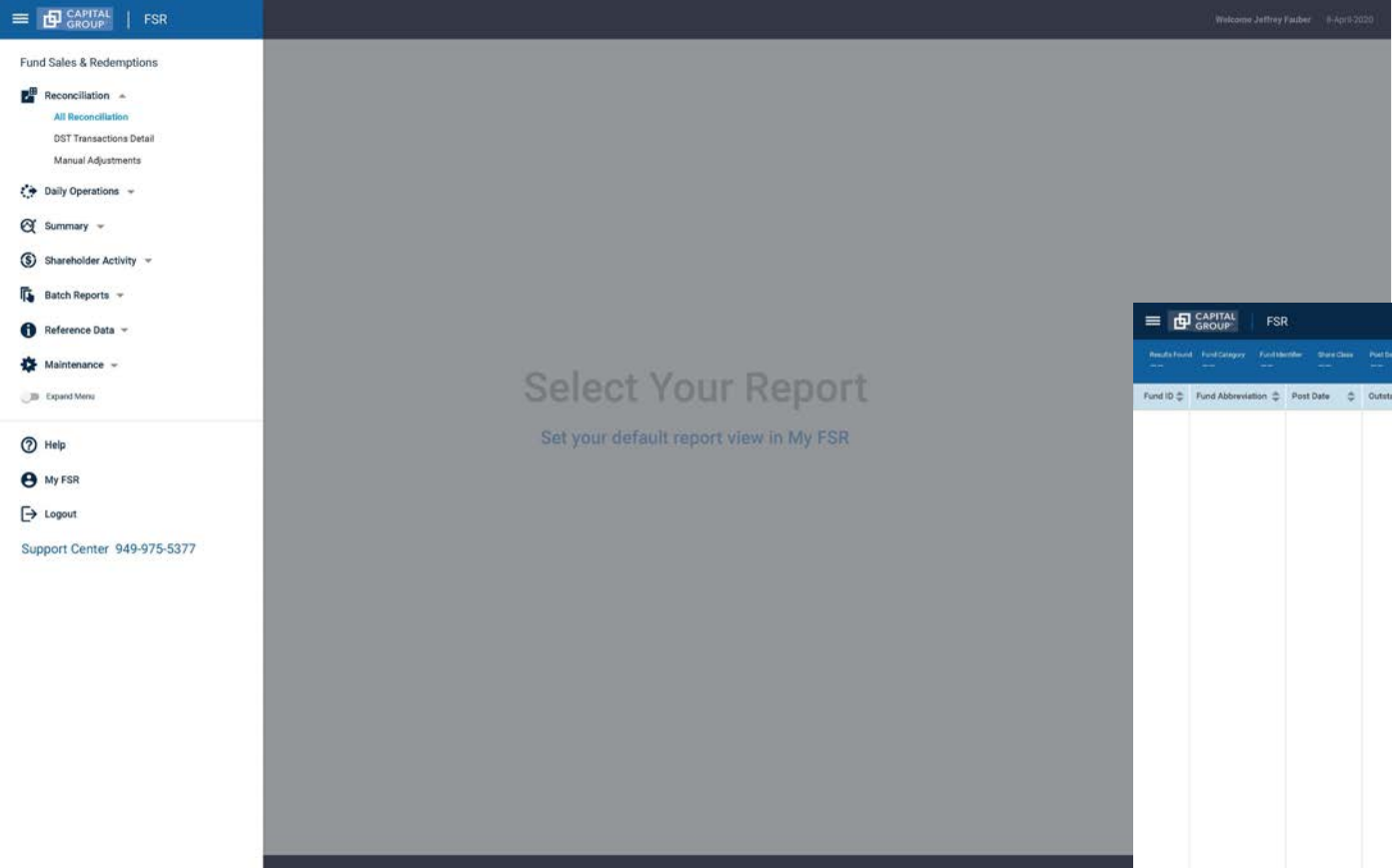
- User interviews/business workshops to get insight into legacy portal.
- Iterative design process to solve user friction, optimize overall navigation and work-flow.
- Navigation framework redesigned.
- Based on Material Design components.

Act	Fund ID	Fund Acbr	Post Date	DST Reconciles	FSR Reconciles	Reconciles Variance/D	Ledger Reconciles	Reconciles Variance/D	DST Payables	FSR Payables	Payables Variance/DST	Ledger Payables	Reconciles Variance/DST	Base Currency	Comments
	0027109	810-83E	04/07/2020	0.00	0.00	0.00	0.17	(0.17)	0.00	0.00	0.00	795.31644		USD	
	0000661	TD910-F2	04/07/2020	0.00	0.00	0.00	0.01	(0.01)	350.00	(350.00)	0.00	(350.00)	Payables Variance/DST Ledger	USD	
	0014005	09A-529F1	04/07/2020	72,078.14	72,078.14	0.00	72,078.15	(0.01)	0.00	0.00	0.00	0.00	0.00	USD	
	0002248	878F-R2	04/07/2020	175.28	175.28	0.00	175.31	(0.03)	0.00	0.00	0.00	0.00	0.00	USD	
	0002463	TD920-R6	04/07/2020	400,771.81	400,771.81	0.00	400,771.92	(0.11)	0.00	0.00	0.00	0.00	0.00	USD	
	0003582	TD935-R5	04/07/2020	4,504.19	4,504.19	0.00	4,504.20	(0.01)	0.00	0.00	0.00	0.00	0.00	USD	
	0004182	TD935-R28	04/07/2020	0.00	0.00	0.00	0.01	(0.01)	0.00	0.00	0.00	0.00	0.00	USD	
	0011501	WH9F-529E	04/07/2020	4,006.25	4,006.25	0.00	4,006.28	(0.03)	0.00	0.00	0.00	0.00	0.00	USD	
	0023109	810-83	04/07/2020	0.00	0.00	0.00	0.02	(0.02)	0.00	0.00	0.00	0.00	0.00	USD	
	0041112	88F-R2E	04/07/2020	0.00	0.00	0.00	0.14	(0.14)	0.00	0.00	0.00	0.00	0.00	USD	
	0046022	GV7-529T	04/07/2020	0.00	0.00	0.00	0.01	(0.01)	0.00	0.00	0.00	0.00	0.00	USD	
	0002348	878F-R5	04/07/2020	0.00	0.00	0.00	0.01	(0.01)	0.00	0.00	0.00	0.00	0.00	USD	
	0002501	WH9F-R5	04/07/2020	30,730.59	30,730.59	0.00	30,730.43	(0.16)	33,722.15	(33,722.15)	0.00	(33,722.15)		USD	
	0002164	TD935-R1	04/07/2020	521.23	521.23	0.00	521.24	(0.01)	0.00	0.00	0.00	0.00	0.00	USD	
	0026116	CO8700-R6	04/07/2020	0.00	0.00	0.00	0.01	(0.01)	0.00	0.00	0.00	0.00	0.00	USD	
	0002377	CO8 9515	04/07/2020	0.00	0.00	0.00	0.01	(0.01)	0.00	0.00	0.00	0.00	0.00	USD	
	0002367	TD940-R3	04/07/2020	2,815.84	2,815.84	0.00	2,815.95	(0.11)	0.00	0.00	0.00	0.00	0.00	USD	
	0002467	TD940-R6	04/07/2020	226,795.51	226,795.51	0.00	226,795.52	(0.01)	0.00	0.00	0.00	0.00	0.00	USD	
	0002468	TD945-F2	04/07/2020	25,817.88	25,817.88	0.00	25,817.99	(0.11)	76,294.20	(76,294.20)	0.00	(76,294.20)		USD	
	0043022	GV7T	04/07/2020	0.00	0.00	0.00	0.01	(0.01)	0.00	0.00	0.00	0.00	0.00	USD	

Legacy experience

Adjustment Type	Fund ID	Fund Acbr	Summary Code	Post Date	Shares	Local Gross Amt	Local Cur	Local Disc Comm	Local AFD Comm	Local Net Amt
				08-Apr-2020	0.00	0.00	USD	0.00	0.00	0.00
				08-Apr-2020	0.00	0.00	USD	0.00	0.00	0.00
				08-Apr-2020	0.00	0.00	USD	0.00	0.00	0.00
				08-Apr-2020	0.00	0.00	USD	0.00	0.00	0.00
				08-Apr-2020	0.00	0.00	USD	0.00	0.00	0.00

# Capital Group Fund Transaction App Redesigned

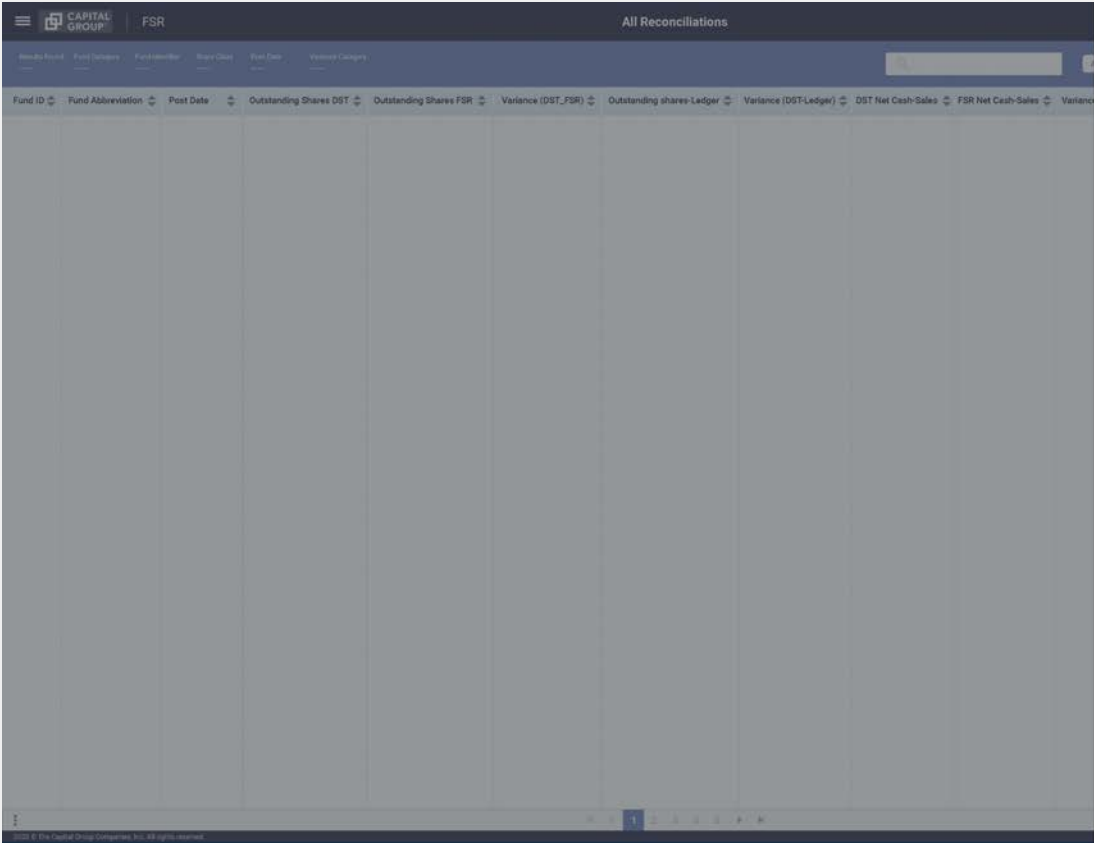


Main menu

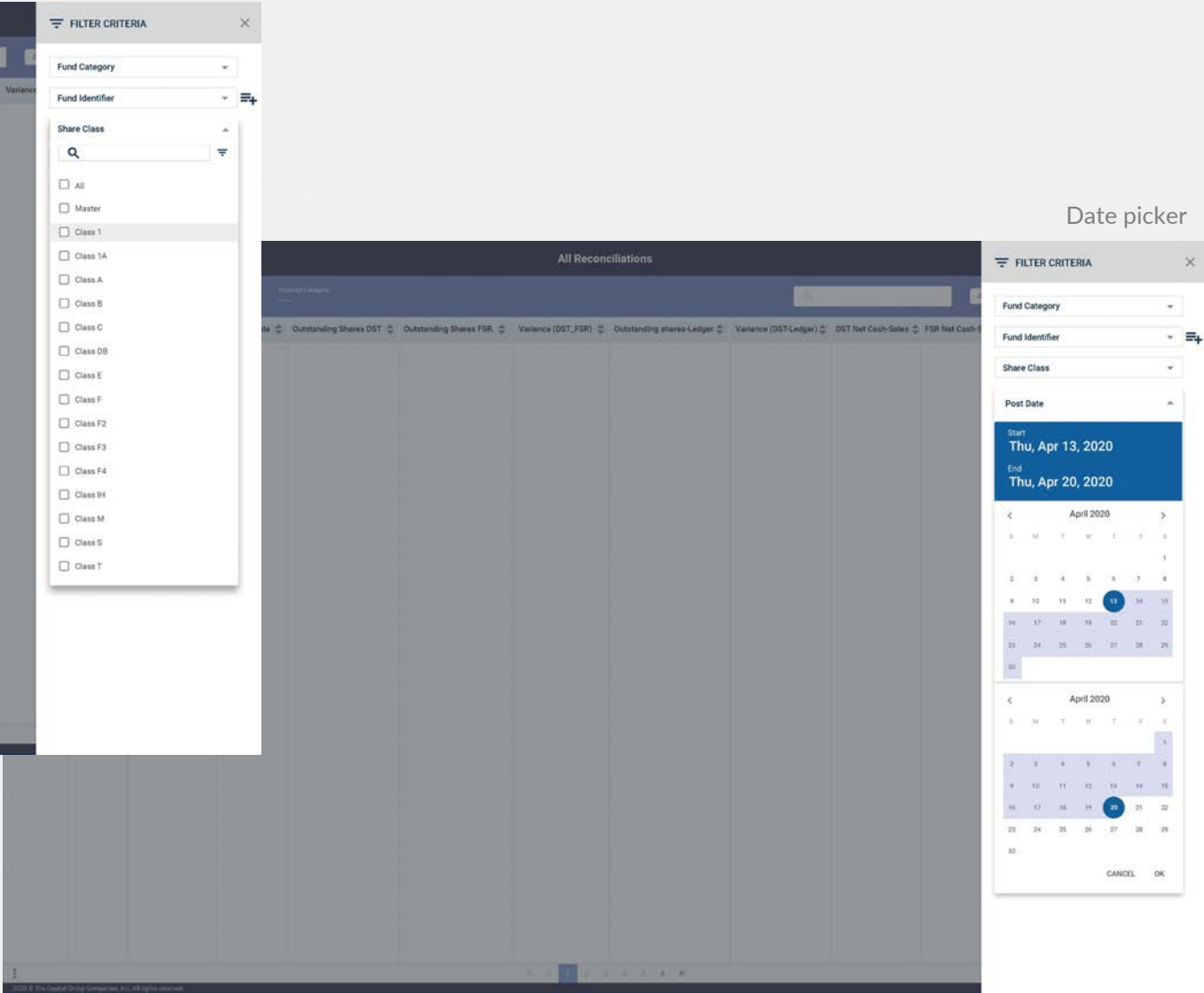
Report query

This screenshot displays the 'All Reconciliations' report query interface. The header includes the Capital Group logo, 'FSR', and the title 'All Reconciliations'. It also shows the user 'Welcome Jeffrey Fauber' and the date '9-Apr-2020'. Below the header is a search bar and a 'FILTER CRITERIA' button. The main area is a table with the following columns: Fund ID, Fund Abbreviation, Post Date, Outstanding Shares DST, Outstanding Shares FSR, Variance (DST\_FSR), Outstanding shares-Ledger, Variance (DST-Ledger), DST Net Cash-Sales, FSR Net Cash-Sales, Variance Net Cash-Sales, DST Redemp/DST Adj, and Variance. The table is currently empty. At the bottom, there is a footer with '© 2020 © The Capital Group Companies, Inc. All rights reserved.' and a pagination bar showing '1' of 5 pages, along with a 'CLEAR' button.

# Capital Group Fund Transaction App Redesigned



Report filtering



# Capital Group Fund Transaction App Redesigned

Report generated

CAPITAL GROUP													
FSR													
All Reconciliations													
Welcome Jeffrey Fauber 8-April-2020													
Results Found	Fund Category	Fund Identifier	Share Class	Post Date	Variance Category								FILTER CRITERIA
167	AFPS	11000044-AAAA 11000044-AAAA More	Class 1	04/12/2020- 04/15/2020	Outstanding Shares								
Fund ID	Fund Abbreviation	Post Date	Outstanding Shares DST	Outstanding Shares FSR	Variance (DST_FSR)	Outstanding shares-Ledger	Variance (DST-Ledger)	DST Net Cash-Sales	FSR Net Cash-Sales	Variance Net Cash-Sales	DST Redemp/DST Adj	Variance	
Filter	Filter	Filter	Filter	Filter	Filter	Filter	Filter	Filter	Filter	Filter	Filter	Filter	
0000063	TDF20-A	1/22/20	306.044	3999.99	13.07	1000443	0	1000443	1000443	1000443	001021	0	
0002263	TDF20-R2	1/22/20	-14.963	-193.31	12.92	2002293980	0	2002293980	2002293980	2002293980	021000	0	
0000063	TDF20-A	1/22/20	-5720.824	-75000	13.11	84887855	1	84887855	84887855	84887855	024010	1	
0000063	TDF20-A	1/22/20	-85.413	-1119.76	13.11	1340059840	1	1340059840	1340059840	1340059840	024010	1	
0000063	TDF20-A	1/22/20	-55.973	-733.8	13.11	83792840	1	83792840	83792840	83792840	024010	1	
0000063	TDF20-A	1/22/20	0.191	2.5	13.11	1340059639	1	1340059639	1340059639	1340059639	004030	1	
0000063	TDF20-A	1/22/20	0.193	2.53	13.11	1340059639	1	1340059639	1340059639	1340059639	004030	1	
0000063	TDF20-A	1/22/20	0.394	5.17	13.11	1340061169	1	1340061169	1340061169	1340061169	004030	1	
0000063	TDF20-A	1/22/20	0.571	7.48	13.11	1340061169	1	1340061169	1340061169	1340061169	004030	1	
0000063	TDF20-A	1/22/20	1.559	20.44	13.11	67050989	1	67050989	67050989	67050989	004030	1	
0000063	TDF20-A	1/22/20	2.044	26.8	13.11	1340061129	1	1340061129	1340061129	1340061129	004030	1	
0000063	TDF20-A	1/22/20	2.652	34.77	13.11	226	1	226	226	226	004030	1	
0000063	TDF20-A	1/22/20	2.655	34.81	13.11	942923485	1	942923485	942923485	942923485	004030	1	
0000063	TDF20-A	1/22/20	3.814	50	13.11	1340061626	1	1340061626	1340061626	1340061626	004030	1	
0000063	TDF20-A	1/22/20	4.581	60.06	13.11	1340062612	1	1340062612	1340062612	1340062612	004030	1	
0000063	TDF20-A	1/22/20	6.455	84.63	13.11	1340059792	1	1340059792	1340059792	1340059792	004030	1	
0000063	TDF20-A	1/22/20	9.215	120.81	13.11	1340063716	1	1340063716	1340063716	1340063716	004030	1	
0000063	TDF20-A	1/22/20	13.853	181.61	13.11	83792840	1	83792840	83792840	83792840	004030	1	
0000063	TDF20-A	1/22/20	14.577	191.1	13.11	67050989	1	67050989	67050989	67050989	004030	1	
0000063	TDF20-A	1/22/20	26.123	342.47	13.11	63899463	1	63899463	63899463	63899463	004030	1	
0000063	TDF20-A	1/22/20	26.714	350.22	13.11	1340063717	1	1340063717	1340063717	1340063717	004030	1	
0000063	TDF20-A	1/22/20	38.117	499.71	13.11	226	1	226	226	226	004030	1	
0000063	TDF20-A	1/22/20	40.33	528.72	13.11	1340062840	1	1340062840	1340062840	1340062840	004030	1	
0000063	TDF20-A	1/22/20	194.911	2555.28	13.11	85155730	1	85155730	85155730	85155730	004030	1	
0000063	TDF20-A	1/22/20	351.095	4602.85	13.11	226	1	226	226	226	004030	1	
0000663	TDF20-F2	1/22/20	-21.391	-279.8	13.08	1980120052	1	1980120052	1980120052	1980120052	024010	1	
0000663	TDF20-F2	1/22/20	-4.237	-55.42	13.08	1980120001	1	1980120001	1980120001	1980120001	024010	1	
0000663	TDF20-F2	1/22/20	29.993	392.31	13.08	1980120134	1	1980120134	1980120134	1980120134	004030	1	
0000763	TDF20-F3	1/22/20	-1.914	-25.09	13.11	3015930001	1	3015930001	3015930001	3015930001	024010	1	
0000763	TDF20-F3	1/22/20	13.291	174.24	13.11	3015930001	1	3015930001	3015930001	3015930001	004030	1	
0002163	TDF20-R1	1/22/20	-138.309	-1792.48	12.96	1342062921	1	1342062921	1342062921	1342062921	024010	1	

Data for placement only

# Corporate IT Service Portal

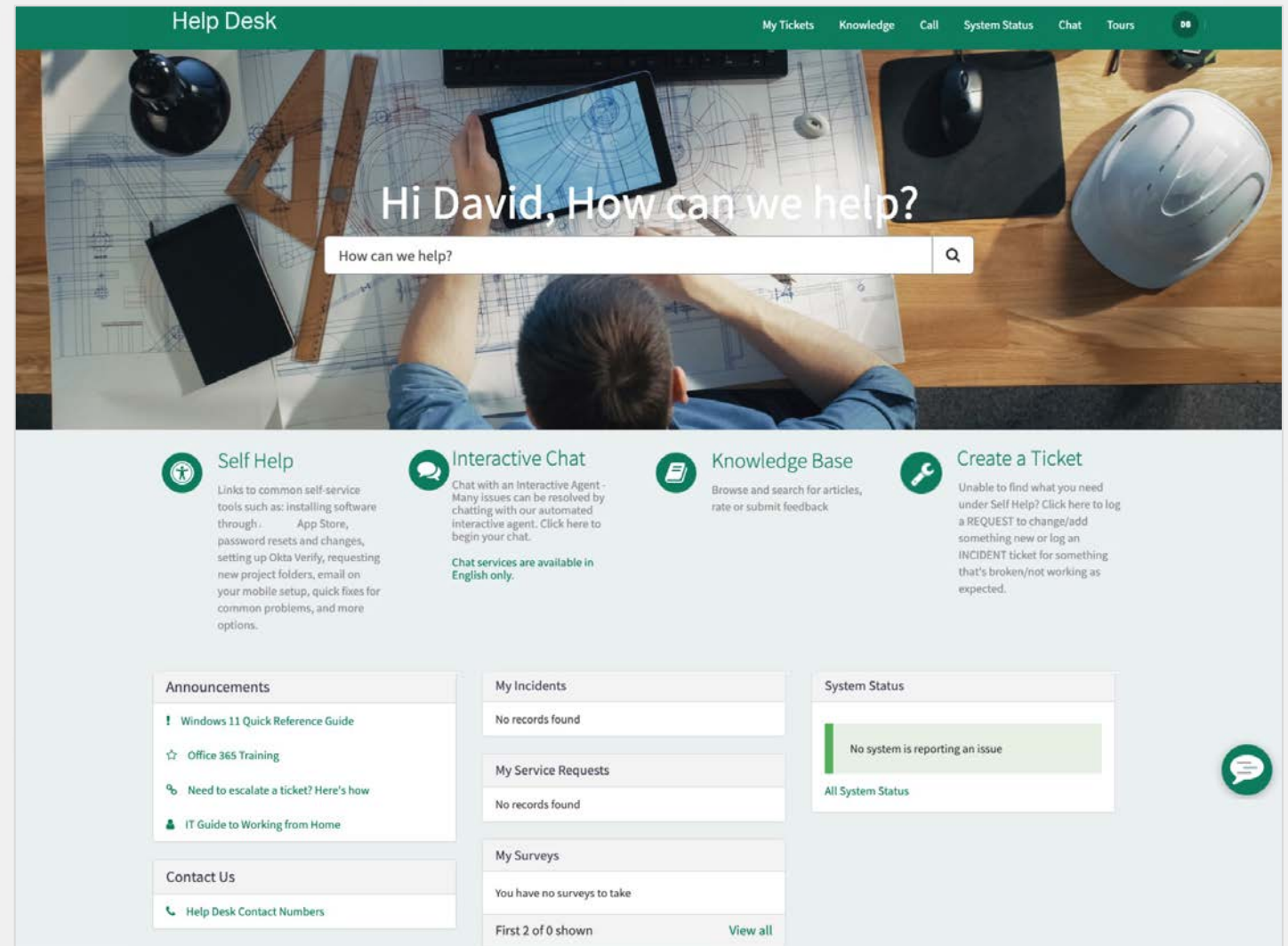
# Corporate IT Service Portal Redesign

## About the Project

We were tasked redesign an IT Service Portal for a global construction firm. Servicenow platform provided the framework but we had to optimize overall user experience on the site that services thousands of employees.

## Process

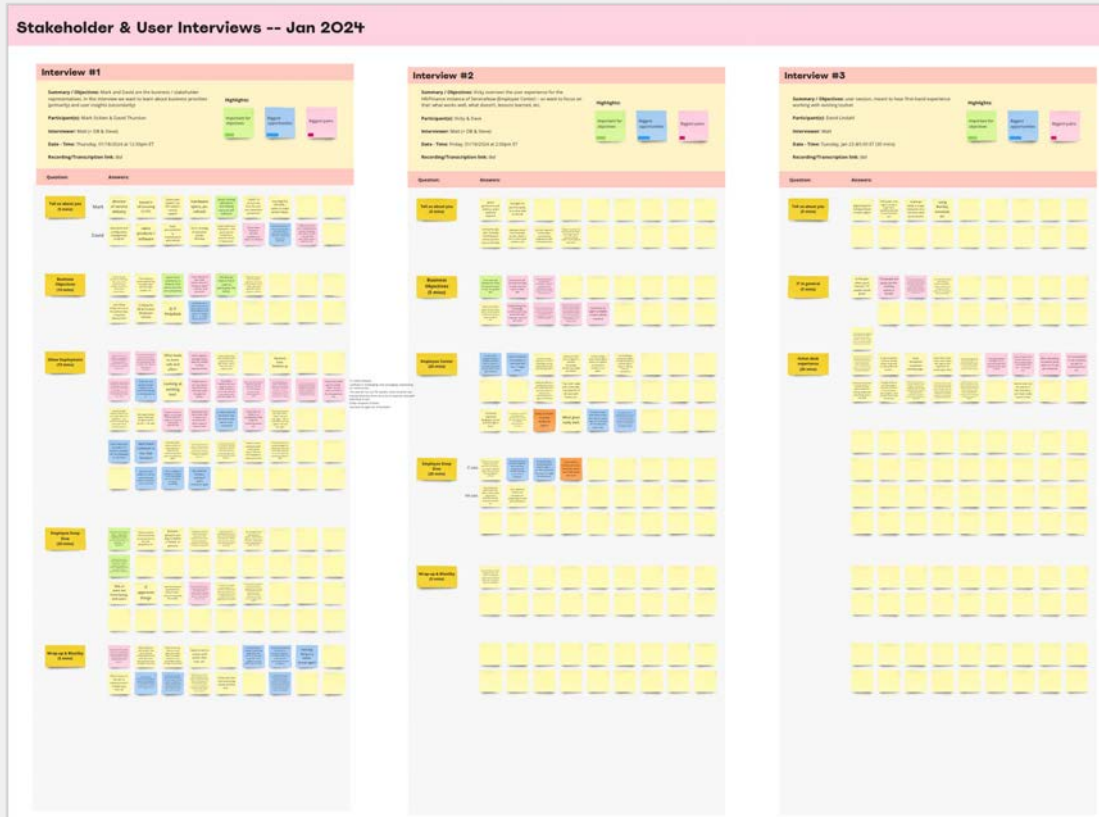
- User interviews/stakeholder workshops to get insight into legacy portal.
- Iterative design process to solve user friction, optimize overall navigation and work-flow.
- Personalized experience for employees, new hires, managers and others in the organization to quickly submit requests and report IT incidents.
- Provided UX and UI framework and worked with designers to deliver MVP product design within 6 weeks



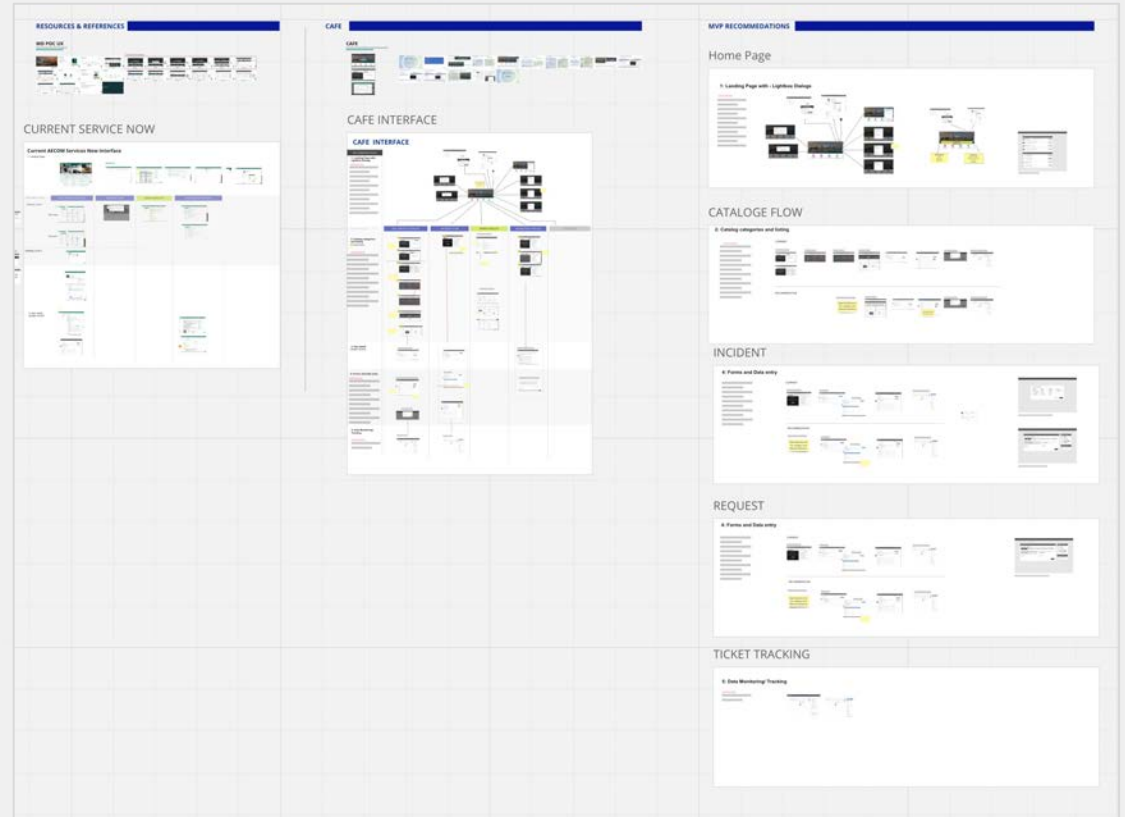
Legacy experience

# Workshop and Product Definition/User Journey

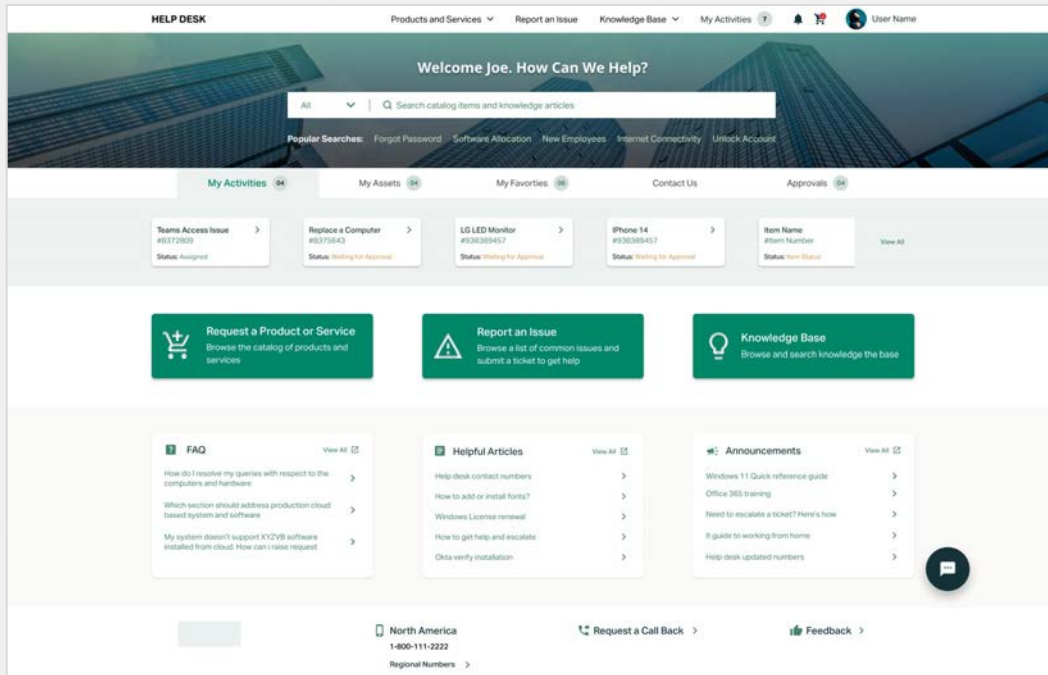
Stakeholder / User Interview Session Output



Detailed analysis of current user flow and optimized user flow



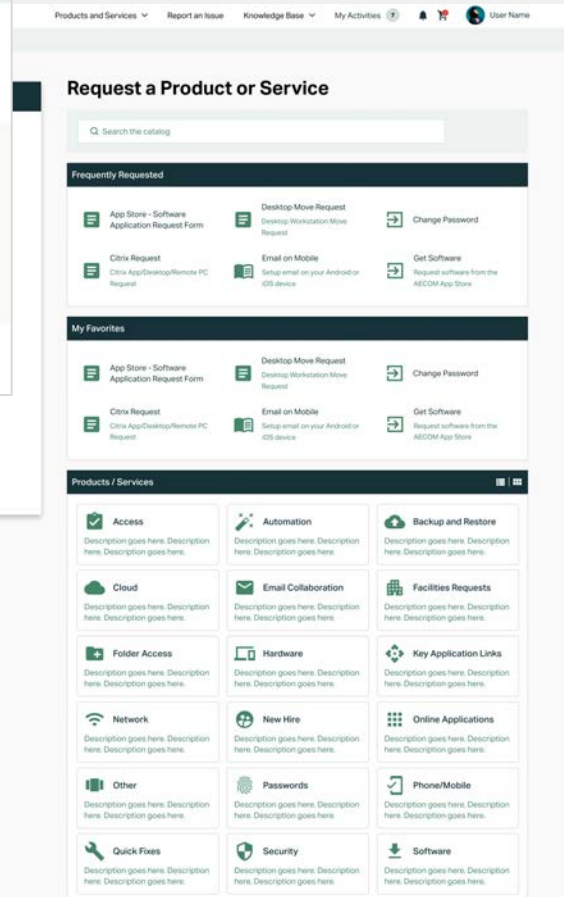
# Final Product Delivered



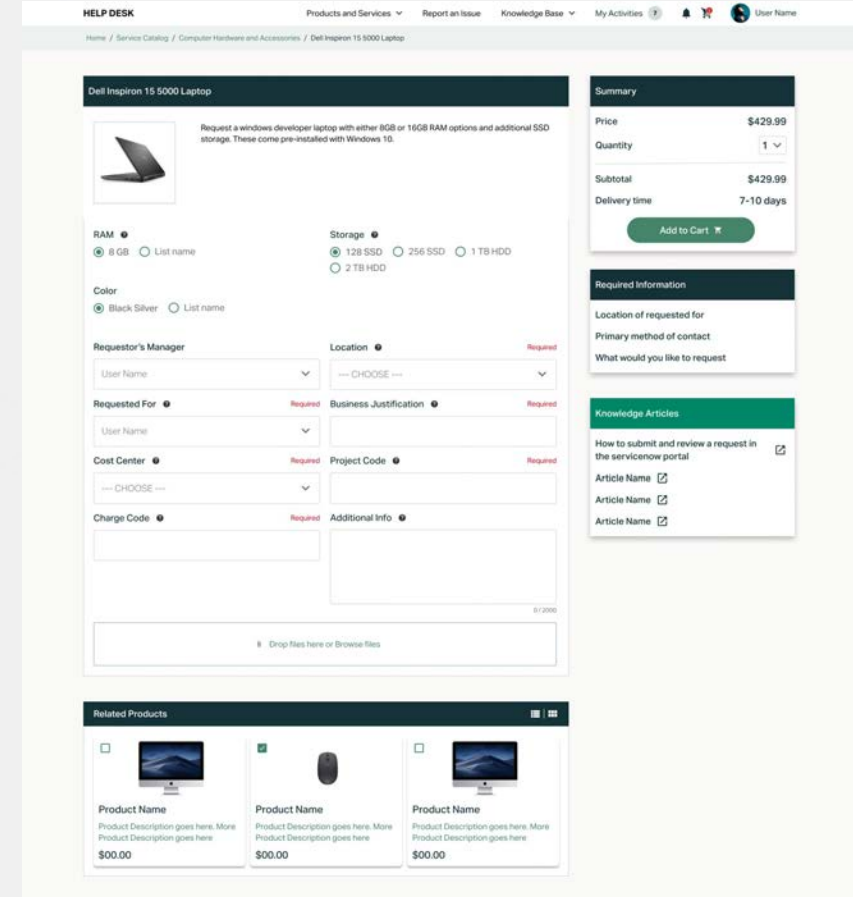
Home page/dashboard with personalization. Optimized for timely and relevant content display.

Improved global navigation for easy access throughout user journey.

Optimized category page for quicker navigation and personalization



Improved product page with related products and relevant knowledge base articles





THANK YOU

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