Mark Praprotnik

UI/UX Designer
Curious | Intuitive | Simple

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Summary

- Sole designer of a custom inventory system for a $100M health supplement brand, reducing stock loss, mis-picks, and expired products across a 185,000 sq. ft. warehouse and 25+ retail stores
- Helped lead UX design for 7 Agile development teams on a $100M Medicare enrollment platform, streamlining high-risk enrollment / termination workflows across all Medicare providers and 12 independent regional offices
- Redesigned a 9-step checkout for perishable oncology medications—averaging $10K per patient per month—into a 3-step process, improving delivery coordination and minimizing spoilage risk

Experience

Design for Context, LLC.
UX Designer

Dec 2021 - Sep 2024
Chevy Chase, Maryland
United States

- Co-led the re-design of PECOS 2, a $100M enterprise level Medicare enrollment platform used nationwide by providers and 12 administrative contractors, reducing confusion, creating and unifying fragmented state and federal workflows, and minimizing call center escalations
- Designed and prototyped the first-ever Medicare electronic termination flow, with TurboTax-like fallback protections that reduced call volume, prevented payment disruptions, and improved form completion accuracy
- Coordinated weekly user feedback sessions between providers, administrative contractors and developers, which aligned user workflows with system logic and proactively addressed any technical or usability impacts
- Developed detailed micro-interaction prototypes, including address validation to combat fraud, contributing to a cleaner and more unified design system

Webenology, Inc.
Lead UX Designer

Jan 2021 - Dec 2021
Saint Louis, Missouri
United States

- Designed and implemented a desktop and mobile inventory system for 1st Phorm, a $100M health and fitness company, reducing mis-picks, stock losses and expired inventory across a 185,000 sq. ft. warehouse and 25+ retail locations
- Implemented real-time tracking features that improved product availability, reduced waste, and increased supply chain transparency
- Collaborated directly with warehouse teams, retail managers, and developers to align UX decisions with operational workflows and front-end capabilities
- Built branded WordPress websites and a career page using Elementor for clients like Ampjack and Engineered Power Systems Inc., increasing visibility while saving costs on third-party product listing and hiring platforms

Cigna / Express Scripts
UX Designer

Jun 2017 - Jun 2020
Saint Louis, Missouri
United States

- Redesigned a 9-step checkout flow for perishable oncology medications—averaging $10K per patient per month—into 3 steps, improving delivery timing and reducing spoilage risk
- Integrated 50+ APIs, including delivery windows and patient availability, to optimize load speeds, reduce missed shipments, and streamline order processing
- Developed a CRM design system for 7 Agile teams, informed by user research (dialogues, screen recordings, eye-tracking), improving accessibility, cognitive flow, and task efficiency for 3,000 users

Additional Background

Before transitioning into UX, I trained underserved communities through Apple's ConnectED initiative and supported users with disabilities through on-on-one accessibility training. I placed 9th out of 300 in an Apple innovation challenge to improve iOS for older adults—an experience that sparked my career in UX design. Earlier in my career, I did branding and campaign work for global clients like Kellogg's and Listerine across agencies in New York, Sydney, and California, developing a strong foundation in storytelling, visual design and marketing.

Education

LaunchCode / Harvard University
CS50x Coding Certification

Miami Ad School
Art Direction Certification

University of Missouri - Columbia
BA of Journalism in Advertising

Skills & Tools

Design & Research
UX Design
UI Design
Human-Centered Design
Interaction Design
Visual Design
Design Systems
Information Architecture
User Research
Usability Testing
Wireframing
Prototyping
VUI Design
AI Concepts in UX
Design Documentation
Accessibility (WCAG/ADA)

Tools & Platforms
Adobe Creative Suite
Axure RP
Sketch
Figma (working knowledge)
Balsamiq
WordPress
Elementor
Apple Pro Apps (Final Cut, Motion)
Jira
Confluence
Microsoft Office (Outlook, Excel, Word)

Development & Collaboration
HTML/CSS
JavaScript (basic)
Responsive Design
CMS Integration
Front-End Collaboration
API Collaboration
Agile & Scrum Environments