

Andie Hemmersmeier

Lead / Principal Product Designer

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Product designer with eight years in regulated, high-stakes spaces across healthcare, telehealth, and financial services, plus six years as a school psychologist before that. I design AI-assisted and data-dense tools end to end, from discovery through interaction design and QA. I set design direction, govern design systems, and facilitate the rooms where competing priorities have to resolve into one decision. Half the job is deciding what the problem actually is before anyone opens a design file.

EXPERIENCE

Senior Product Designer

Centene Corporation · Fortune 25 managed care / health plan

Remote, St. Louis, MO

04/2023 - Present

- Set design direction for two AI products from concept to production, including an AI-assisted clinical review tool that helps physicians reach prior-authorization decisions faster. Defined the human-in-the-loop interaction model that keeps clinical judgment with the reviewer, and used storytelling and prototypes to align senior leaders on the vision. A two-week proof of concept earned 4x its original scope and a funding review.
- Design data-dense clinical and insurance workflows for users with widely varying data literacy, spanning multiple lines of business across web and mobile.
- Define and govern reusable components and interaction patterns in K-T, the in-house enterprise design system, keeping standards and patterns consistent across teams.
- Contributed to a reusable design discovery toolkit teams use to enter projects at the ground level, standardizing journey maps, empathy maps, effort-impact matrices, and business and product canvases.
- Hold WCAG 2.2 AA as a design constraint from the first wireframe rather than a QA gate, across data tables, complex forms, and AI-generated content.
- Facilitate discovery and synthesis workshops that move white-space problems to defined solutions. Mapped how seven distributed teams inside one health plan actually work, then handed leadership 50 pain points ranked by evidence instead of opinion.

Product Designer

Sitka · Telehealth startup (specialist video consults)

Remote

12/2020 - 04/2023

- Owned UX end to end for a consumer-facing telehealth platform connecting patients with the physicians treating them, designing mobile and web experiences on a lean startup team that grew consult volume 300%.
- Defined research hypotheses and testing criteria, ran usability sessions, and translated findings into design decisions that reduced friction in the core consult journey.

Experience Design Consultant

Slalom · Global consulting firm

St. Louis, MO

01/2018 - 12/2020

- Mentored junior designers on research and design best practices, design-system principles, and constructive critique.
- Led design engagements for enterprise clients across chemical, financial services, and pharmaceutical industries, delivering end to end from discovery through launch, and built an enterprise design system grounded in atomic design principles that accelerated delivery across multiple brands.
- Led multi-day discovery workshops, stakeholder interviews, and journey mapping, including a six-week effort coordinating 14 internal teams plus CFO and CIO stakeholders, to define MVP scope and roadmaps.

School Psychologist

Special School District of St. Louis County · Missouri's largest special education provider

St. Louis, MO

2012 - 2018

- Ran evaluations, interviews, and observations across schools, then synthesized multi-source findings into recommendations for teachers, administrators, and parents with very different levels of data fluency.
- Facilitated collaborative decision-making meetings where competing priorities and incomplete information had to resolve into a concrete plan for a specific student.

SPECIALTIES & TOOLS

Specialties: AI-assisted and human-in-the-loop design, design systems, UX research and discovery, workshop facilitation, journey mapping, data visualization, WCAG 2.2 AA accessibility, prototyping, mentorship, web and mobile design

Tools: Figma, Miro, Adobe XD, Sketch, Confluence, Notion, basic HTML/CSS

EDUCATION

Educational Specialist & Master of Education, School Psychology · University of Missouri - Columbia 2012

Bachelor of Arts, English & Psychology · University of Missouri - Columbia 2009

Certifications: PROSCI Change Management Practitioner · SAFe Scrum Master