

# Alazandra Shorter's Portfolio

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Last Updated:  
March 2026

# Agenda

- About Me
- Project Helix: Source-to-Pay
- Collaboration Spaces
- Thank You

# ABOUT ME



Hello, my name is

# Alazandra (Alex) Shorter

## A design leader with 8+ years experience

My 8+ years across HCI research, federal consulting, fintech, and enterprise tech have strengthened my ability to design for complexity with clarity and rigor.

## Designer, Researcher, and Technologist

With a foundation in computer science and HCI, I blend design, research, and technology to bring human centered clarity to complex problem spaces and create solutions that are both intuitive and technically grounded.


## Uses storytelling to simplify the complex

Cross functional partners recognize me for clear, substantive storytelling and an ability to make complex topics engaging and easy to understand.

## Previous Companies



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 [ashorter14@gmail.com](mailto:ashorter14@gmail.com)

 [www.alazandra.com](http://www.alazandra.com)

 Located in Upper Marlboro, MD

# Current Obsession

Ironically, I'm a designer of delicious cakes and sweets, although I don't have a sweet tooth!



Lakers Logo



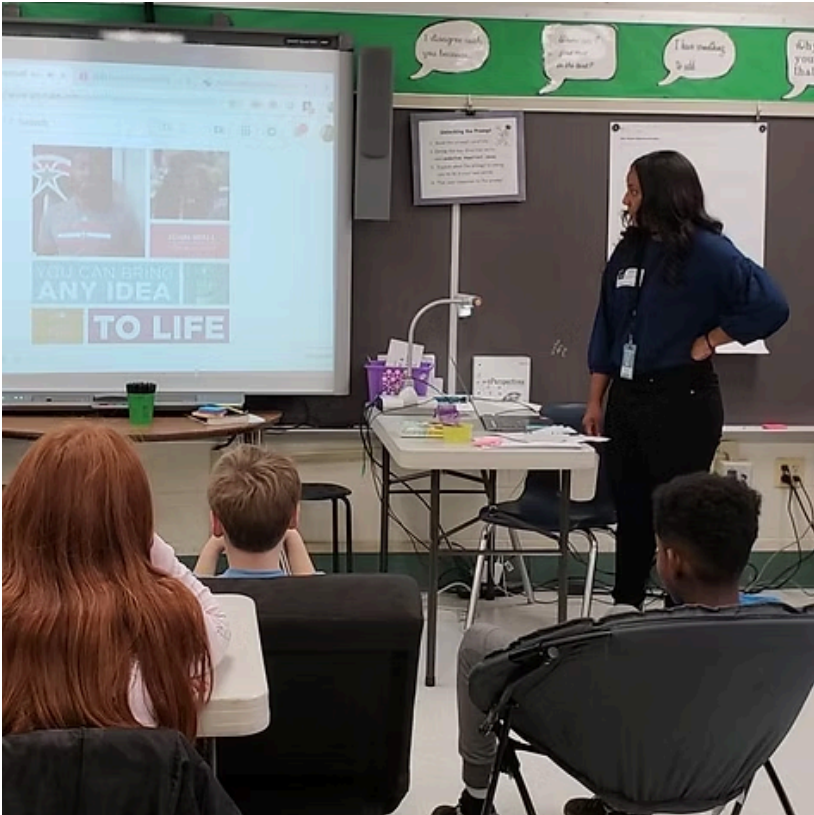
Valentine's Fun!



Galaxy Marble Glaze

# My Volunteer Causes

It's very important to me to create and provide fun and inclusive tech focused experiences!



Hour of Code



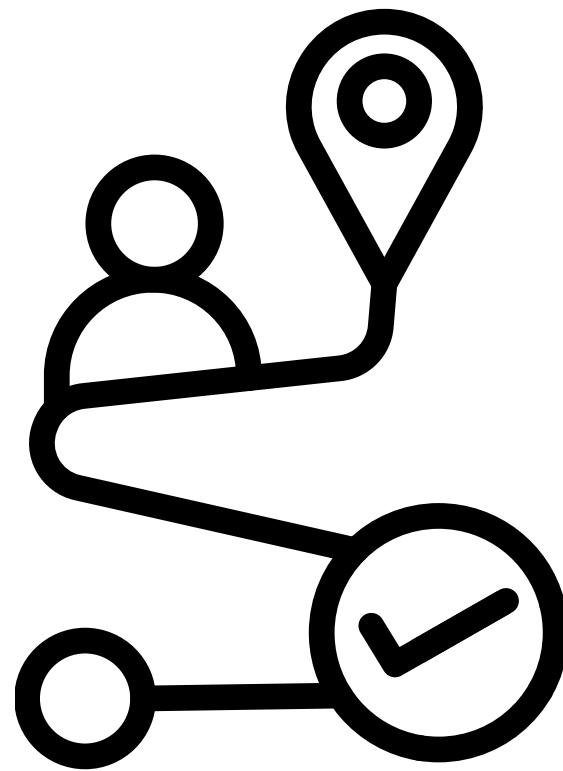
Design Workshops



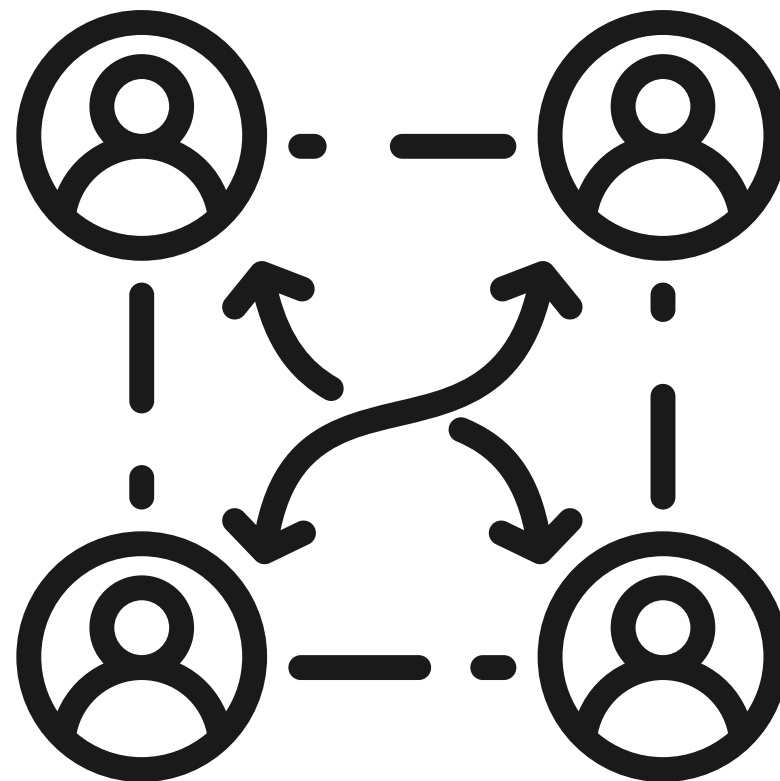
Black Girls Code

# How I Work

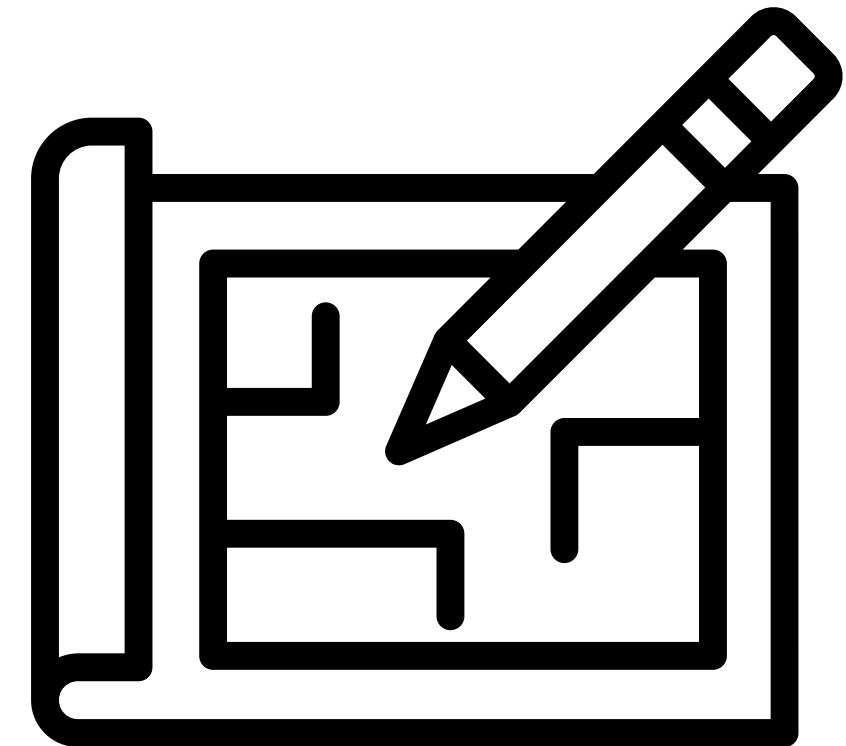
I love helping teams untangle messy experience problems together so we can move faster, make better decisions, and actually enjoy the process.



Translate journeys into delivery priorities



Facilitate cross-team alignment sessions



Create scalable artifacts teams can reuse

# Case Studies

# Case Study Overview

01

Project Helix: Source-  
to-Pay

Adobe

02

Collaboration  
Spaces

Adobe

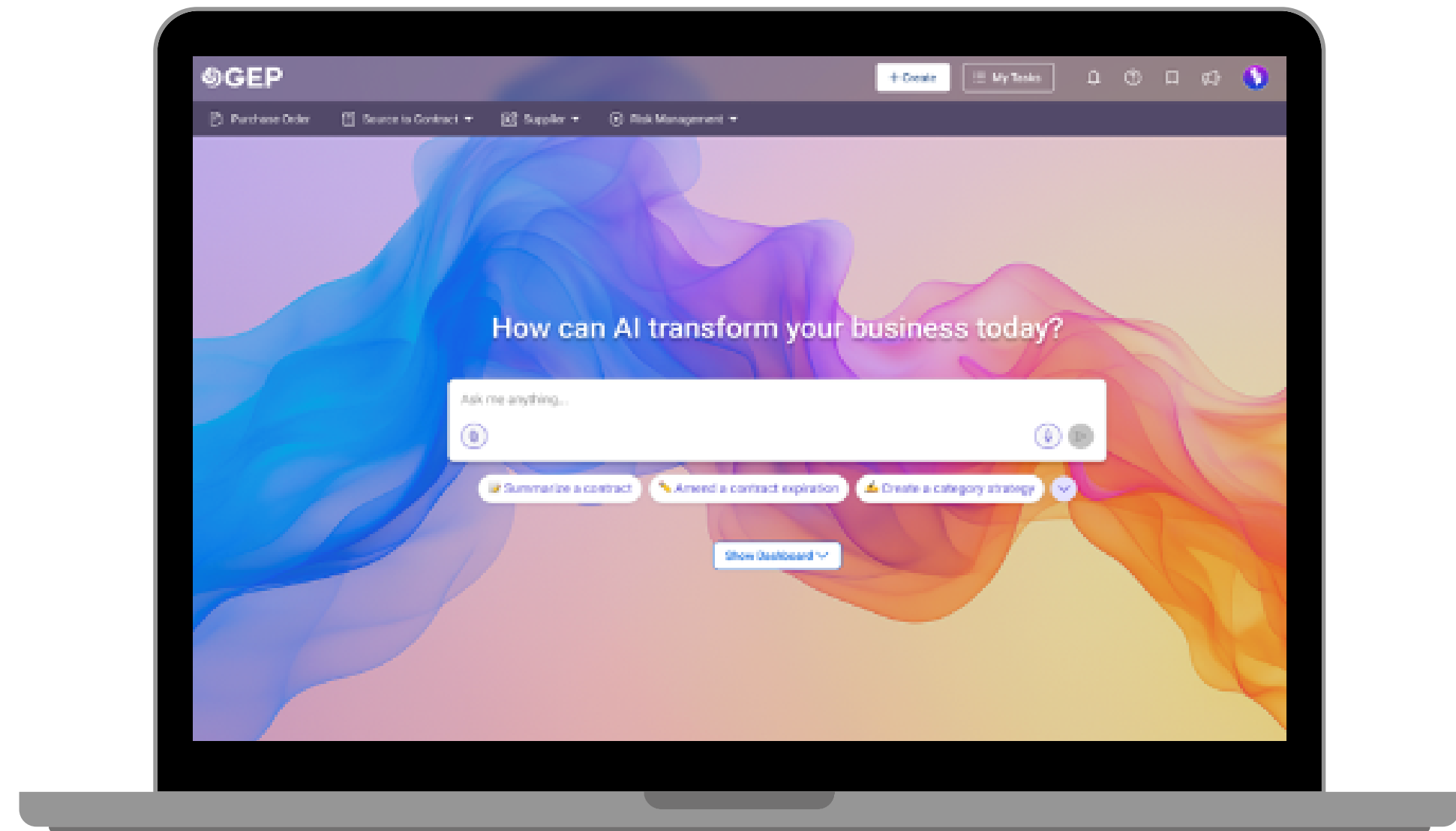
# 01

Agentic AI, Scoping, User Research,  
Journey Mapping

## Project Helix: Source-to-Pay Implementation

Adobe's effort to consolidate its fragmented procurement ecosystem into a single AI-powered source-to-pay system.

Adobe



GEP Smart: Intelligent Procurement Software

BACKGROUND

# How might we improve the procurement experience as Adobe transitions to an AI-powered platform?

KEY CHALLENGE

Clarify where the **UX team should focus** and **define a clear path for improving the user experience** of the GEP rollout

KEY OBJECTIVES AND DELIVERABLES

Define the scope of UX involvement and next steps to guide partnership with business, product and engineering.

Map the end-to-end journey to understand where manual work, duplicate effort, and inconsistent touch points occur.

Define user needs and system requirements for a smooth transition.

DELIVERABLES

- Project Scope
- Benchmarking Report
- UX Analysis Insights

|              |  |
|--------------|--|
| Role         | Senior UX/Service Designer   |
| Timeframe    | 21 months  |
| Team         | User Researcher, Design Manager  |
| XFN Partners | Platform Team, System Integration Team, Project Team, Various Business Leads, Engineering, Change Management, Product Management |

## APPROACH

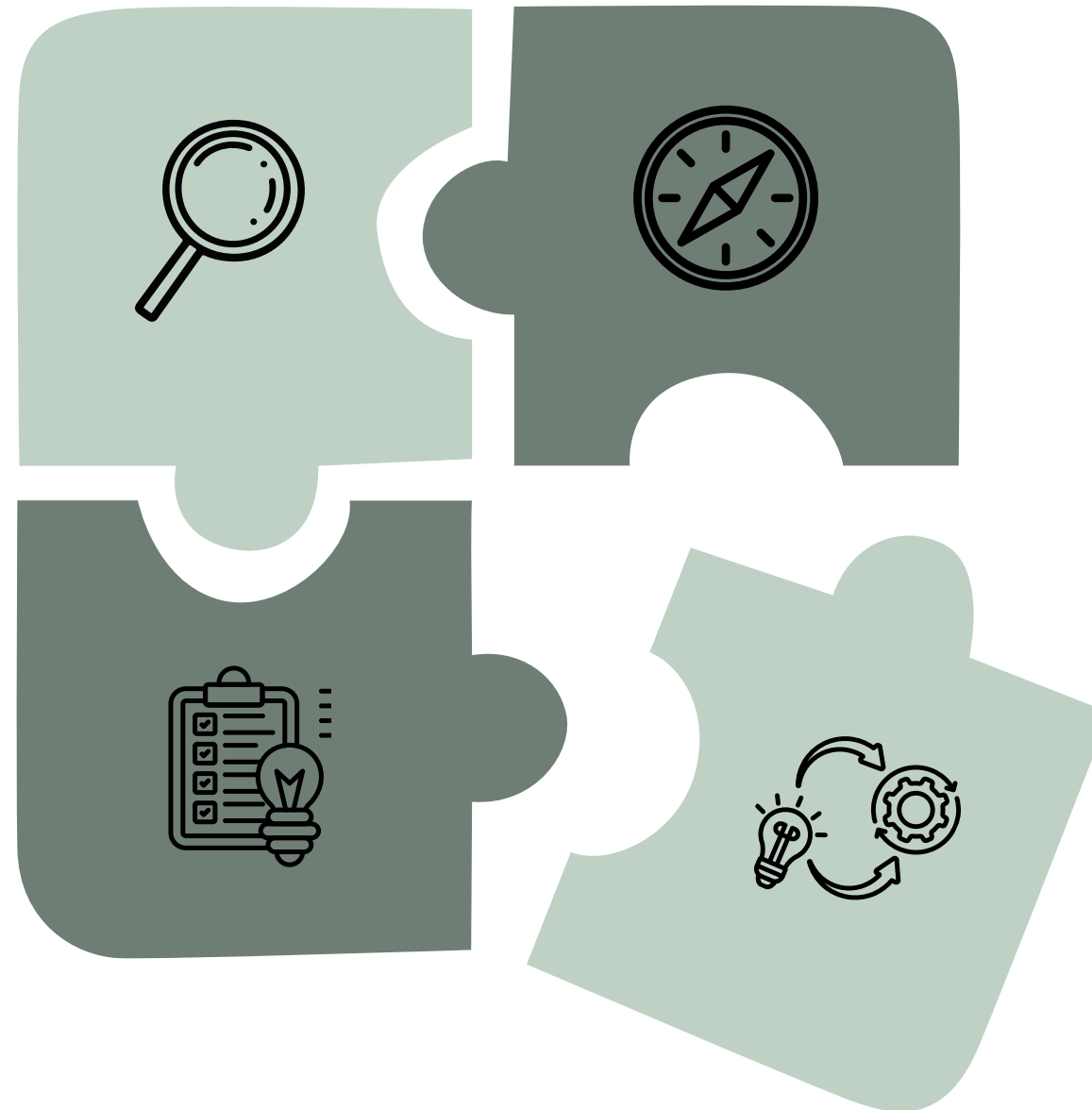
# Within my team, I led project scoping and defining design best practices

## Discover

I built a shared knowledge base to align the team on the current state.

## Define & Prioritize

I defined UX success metrics, key deliverables, and a clear project roadmap that aligned leadership.



## Explore

During early sandbox access, I deduced six usability insights while supporting benchmarking research and sharing insights with the project team.

## Refine

As our knowledge of the project grew, I worked with the team to make updates to our plan.

APPROACH

# Challenges

- 01 “Better UX” appeared in planning documents, yet teams lacked a shared definition of what “better” actually meant.
- 02 Project constraints limited recommendations to configuration-only changes, reducing opportunities for deeper design improvements.
- 03 The platform had low UX maturity with no component library, minimal documentation, and limited system transparency, making it difficult to understand how it functioned.

METHODOLOGY & ARTIFACTS:

Clarified the problem space by uncovering how Adobe's procurement process and GEP operate.

I conducted a deep dive into Adobe's procurement landscape and the GEP platform, consolidating research, workflows, and system insights into a single shared knowledge base.

This foundation equipped the team with a clear, shared understanding of the current state and informed the direction for UX involvement.



# Procurement 101:

Types of Procurement  
Procurement can be divided into four basic types, with some overlap between them. These include:

- Direct procurement:** This kind of procurement involves any goods or services that are directly involved in the production process. For a manufacturer, for example, that can include raw materials and component parts made by others.
- Indirect procurement:** The obtaining of goods and services that are required to meet the operational needs of a business but that are not directly involved in the production process is referred to as indirect procurement. Examples can include office equipment and supplies, furnishings, and services such as marketing or advertising.
- Goods procurement:** Any physical goods that businesses acquire through the procurement process fall into this category. They can involve either direct procurement (as in raw materials) or indirect procurement (as in office supplies).
- Services procurement:** Like goods procurement, services procurement can be either direct or indirect. Direct services procurement may refer to labor directly involved in the production process, while indirect services procurement can include things like on-site security to guard the premises.

Frame 3  
Key Takeaways

- Procurement is a strategic process involving the purchasing of goods or services.
- It differs from purchasing, which is primarily transactional and can be considered as one part of the procurement process.
- Procurement involves a series of steps, including the specification of requirements, solicitation of bids, price and contract negotiation, the purchase transaction, and payment processing.
- The procurement process can involve multiple departments within an organization.
- Larger businesses and government agencies often have dedicated procurement departments.

| Strategic process                     | Transactional process     |
|---------------------------------------|---------------------------|
| Greater emphasis on value to business | More focus on price       |
| Part of longer-range planning         | Satisfies immediate needs |

Procurement

Initial Thoughts and functionality of system mapped out

Low fidelity site map created to understand platform



# Work Blockage

**FROM**

- Lack of partnership with Business owners
- Lack of Access to UX resources

**TO**

- Weekly Sync with Business Owners
- A sandbox environment with realistic data
- Figma prototypes to simulate the system

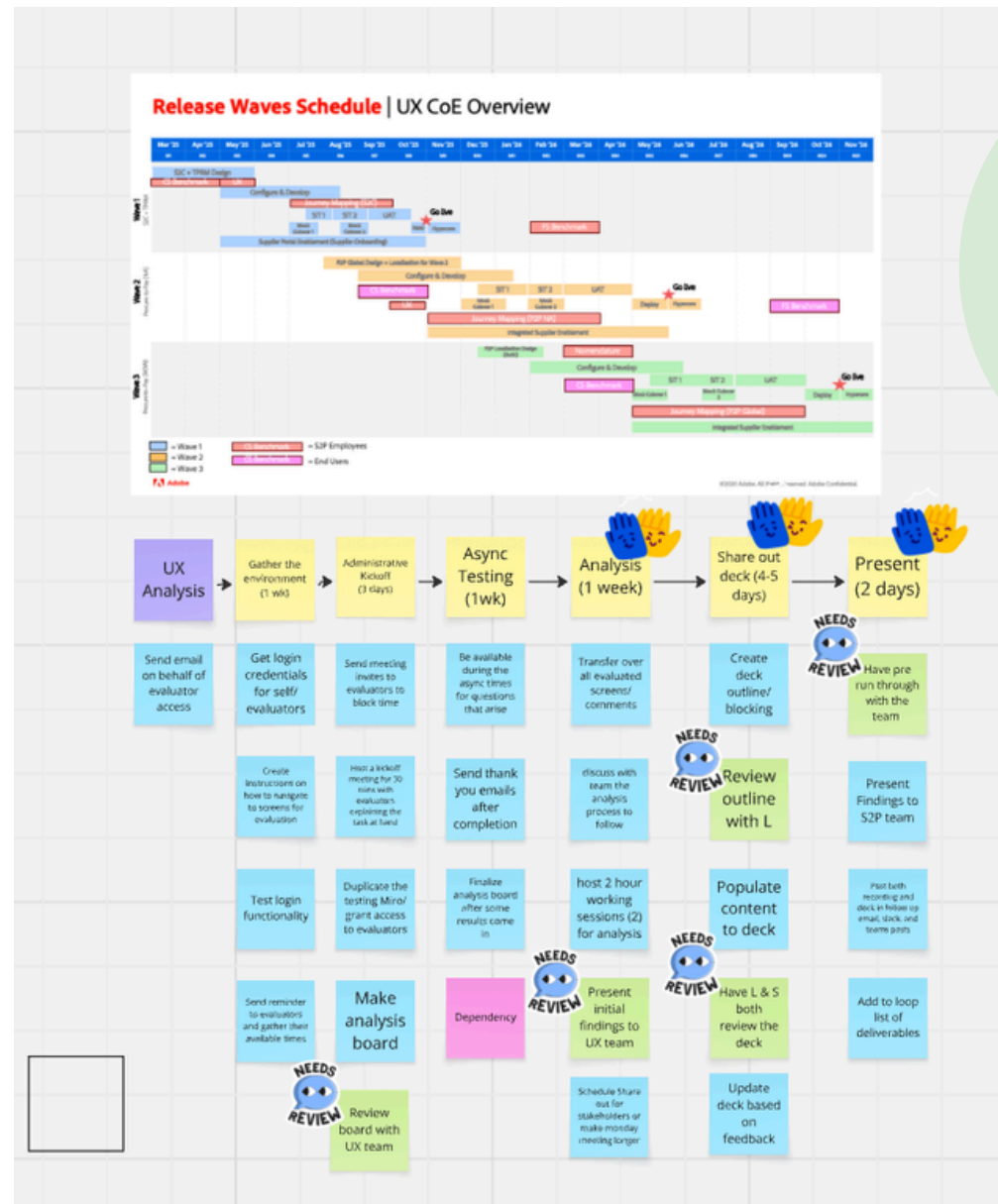


METHODOLOGY & ARTIFACTS:

Defined what success looked like and built the strategy that aligned the project around it.

I created the UX strategy for the project by defining success metrics, identifying high-value deliverables, and outlining a clear execution plan tied to the timeline.

I aligned leadership and partners around this vision through a UX kickoff and a scoped project roadmap that guided all downstream work.



Various Deliverables to be completed during design phase

UX Deliverables

Decisions and Questions

- Each of the items below is addressed within the deliverables at right.
- Identify the top areas of concern of the usability and user experience of GEP and S2P activities
  - What are the top tasks each user group needs to perform?
  - Will the top tasks be able to be performed by users easily? If not, how do we improve?
  - Are there risks or opportunities... example, through changing w... materials?

UX Deliverables

- UX Analysis
- Current and Future State Benchmarking
- [New] Guided Buying and TPRM Usability Process Recommendations
- [New] Guided Buying and TPRM Deep Dive Interviews (optional)
- Guided Buying and TPRM Maps (optional)

Proposed Additional UX Deliverables

- Workstream Lead Integration Sessions
- Figma prototype reviews for all big-ticket S2P activities

Timeline of tasks and responsibilities

TPRM and Guided Buying UX Project Stages (August-Dec 2025)

| Step 1. Identify Usability Issues Early   | Step 2. Pain Point Mitigation and Solutioning   | Step 3. Visualize the User Journey  |
|---|---|---|
| <p><b>How</b></p> <ul style="list-style-type: none"> <li>Figma flow usability testing with end users to identify usability pain points</li> </ul> <p><b>Value Impact</b></p> <ul style="list-style-type: none"> <li>An assessment of the intuitiveness of process flow / UI confusion points, task success metrics: CSAT / Ease of use, and language clarity issues of common user tasks</li> </ul> <p><b>Objective</b></p> <ul style="list-style-type: none"> <li>Test both the interface usability and the language in context, using realistic tasks that reflect actual user goals</li> </ul> <p><b>Timeframe</b></p> <ul style="list-style-type: none"> <li>9 Weeks</li> </ul> | <p><b>How</b></p> <ul style="list-style-type: none"> <li>Deep dive interviews with users to better understand the pain points and create solutions</li> </ul> <p><b>Value Impact</b></p> <ul style="list-style-type: none"> <li>More details about the biggest pain points discovered from usability testing to get user feedback on how to mitigate them</li> </ul> <p><b>Objective</b></p> <ul style="list-style-type: none"> <li>Probe the major pain points that we discover from usability testing to uncover why users struggled, what they expected, and how they interpret key terms or concepts</li> </ul> <p><b>Timeframe</b></p> <ul style="list-style-type: none"> <li>X</li> </ul> | <p><b>How</b></p> <ul style="list-style-type: none"> <li>Visually mapping the user journey</li> </ul> <p><b>Value Impact</b></p> <ul style="list-style-type: none"> <li>Up to date documentation of the future state E2E user journeys</li> <li>A starting point for other deliverables to be built upon (Change Journey, Service Blueprint)</li> </ul> <p><b>Objective</b></p> <ul style="list-style-type: none"> <li>Utilize the findings from usability testing to develop visual E2E journey maps that connect user tasks, sentiments, and pain points</li> </ul> <p><b>Timeframe</b></p> <ul style="list-style-type: none"> <li>X</li> </ul> |

METHODOLOGY & ARTIFACTS:

# Transformed research and system data into insights that guided the project.

I conducted a modified heuristic analysis and synthesized the findings into six usability insights that became our evaluation criteria for future design and process changes.

I also supported benchmarking research by documenting sessions, identifying trends, and co-presenting our insights to align the full project team.



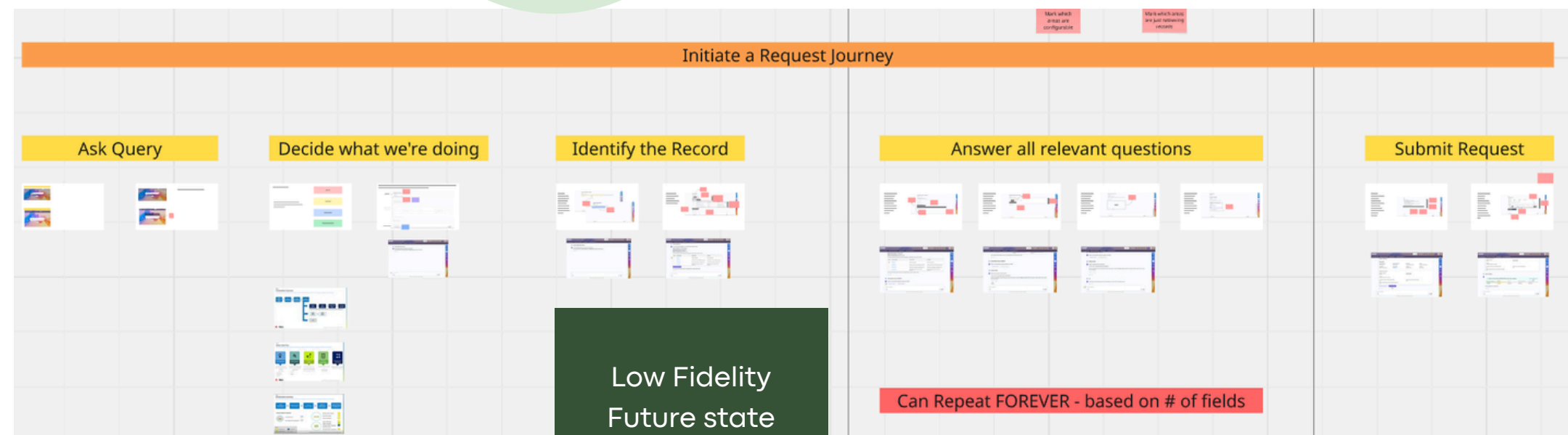
### Key Insights

Overall themes observed in the synthesis of the UX Analysis of the GEP System

- Positive Perception of Interface Design** (Positive)  
Evaluators appreciate the clean, consistent, and well-organized interface, which enhances ease of use and visual clarity across key pages.
- Navigation Friction and Expectation Mismatches** (Medium Severity)  
Evaluators experience confusion navigating the application due to inconsistent wayfinding cues and mismatches between expected and actual behavior of interface elements, which disrupts task flow and user confidence.
- Inability to Find Previous Work** (High Severity)  
Evaluators consistently struggled to locate previously created work or records, leading to confusion, lost progress, and inefficiencies due to unclear pathways for accessing saved content or recent activity.
- Inconsistencies in Visual Design** (Medium Severity)  
Inconsistent visual styling, modal behaviors, and branding elements create avoidable confusion, highlighting opportunities for quick UX and design fixes that can significantly improve user clarity and trust.

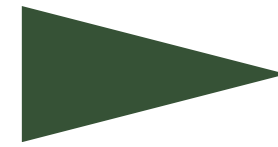
**Severity Legend:**  
Low Severity: May be perceptible by the user but doesn't prevent execution or performance.  
Medium Severity: Requires effort from the user and impacts performance.  
High Severity: Prevents the user from fulfilling one or more tasks.

**User Interviews and Insights**

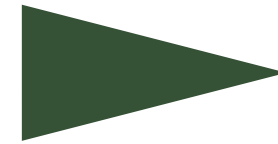


REFLECTIONS

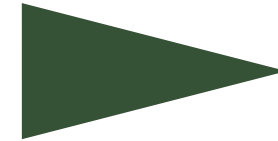
# Organizational Impact



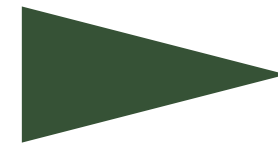
Established shared journey framework used by multiple product teams



Influenced prioritization of platform rollout phases



Reduced ambiguity in UX ownership across business units



Enabled leadership visibility into experience risks

# Reflections

The real design problem is rarely the one written in the brief.

UX impact requires understanding what's realistically buildable.

Evidence creates momentum.

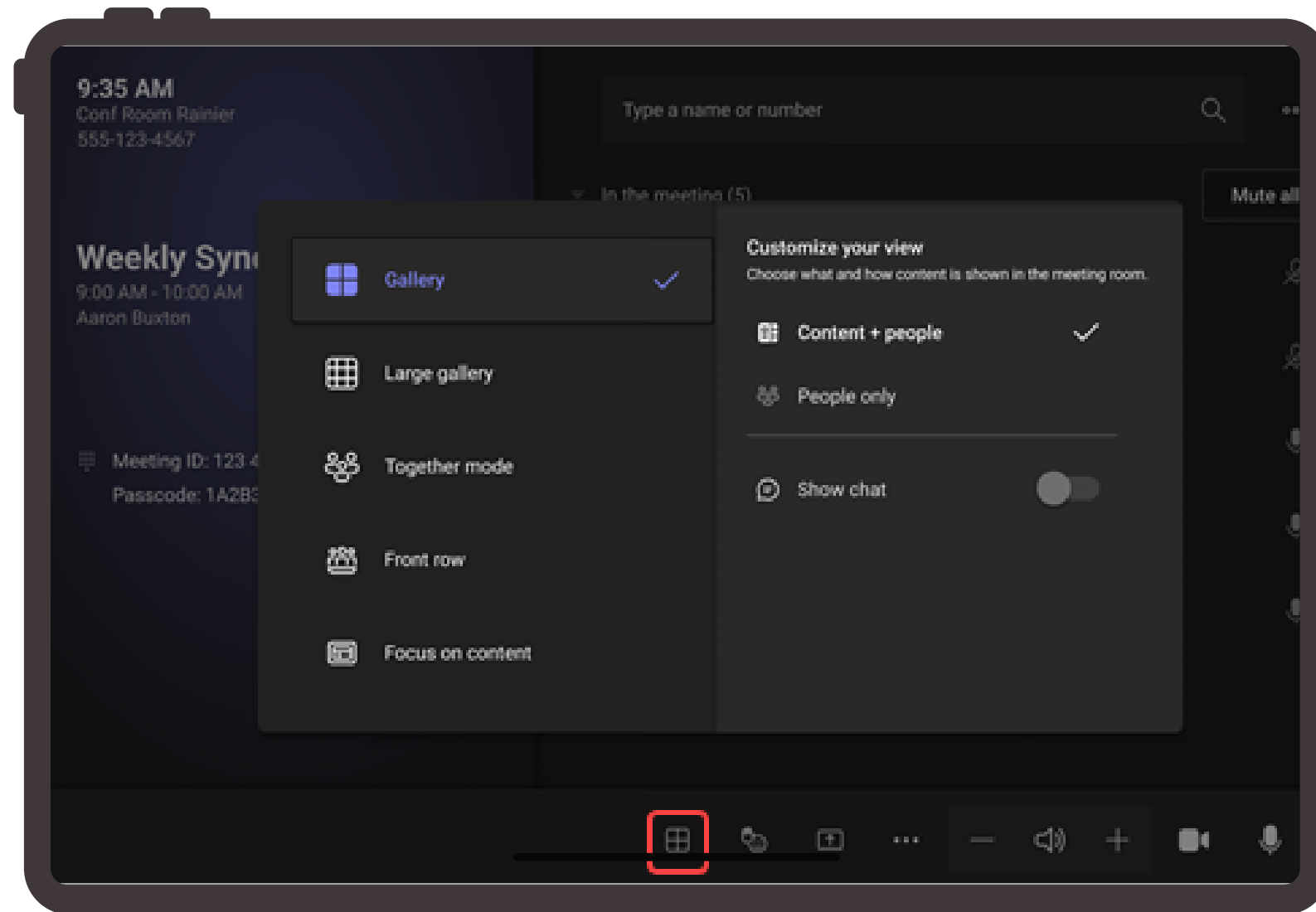
UX must be embedded early, not retrofitted.

# 02

UX Design, Wireframes, Development, New Features

## Adobe's Teams rooms lack user control over what appears on each display.

Screens default to gallery view, and users cannot choose how shared content or participants are arranged. This lack of control leads to confusion, inconsistent experiences, and reduced productivity during meetings.



Microsoft Teams Meeting Room

## BACKGROUND

# How might we let users customize what appears in Teams rooms so the space better supports their needs?

## KEY CHALLENGE

**Resolve the lack of user control** over screen content in two-display Teams rooms to **reduce meeting friction and improve collaboration**.

## KEY OBJECTIVES AND DELIVERABLES

Investigate and validate UX pain points related to navigation, screen behavior, and customization within collaboration spaces.

Design and pilot a proof-of-concept interface to test improved customization options directly on in-room devices.

## DELIVERABLES

This resulted in deliverables such as:

- Low fidelity wireframe
- Annotated wireframe

|              |   |
|--------------|---|
| Role         | Senior UX/Service Designer                  |
| Timeframe    | 1 month                                     |
| Team         | Developer, Project Manager                  |
| XFN Partners | Workplace Services, A/V Team, IT Department |

## APPROACH

# I led the design and prototyping of the new controls



## Discover

I immersed myself in Q-Sys, Fluent UI, and real-world room controls to understand constraints and define what was realistically possible while pushing boundaries smartly.

## Wireframe

I created wireframes and prototypes using Fluent components, iterated with engineering, and shaped the UX strategy for a new collaboration control screen.

## Refine Prototype

I annotated designs for handoff, solved a major engineering skill gap with a creative workaround, and contributed to a global rollout that improved meeting autonomy and reduced collaboration friction.

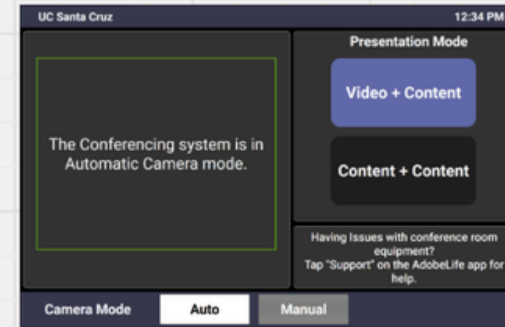
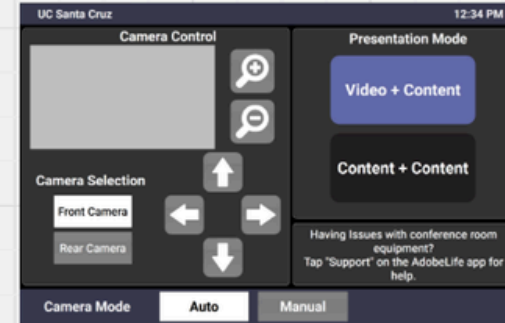
METHODOLOGY & ARTIFACTS:

# Immersed myself in the multitude of systems.

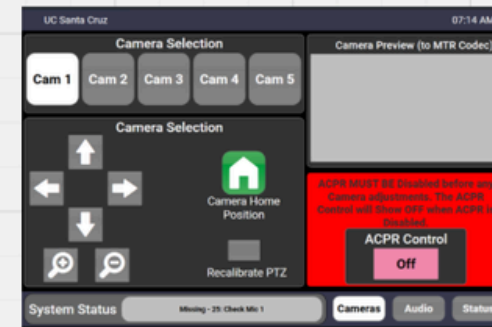
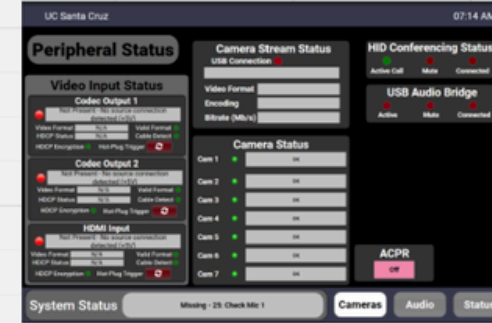
I learned the Q-Sys platform end-to-end, documented constraints, and explored what was technically feasible. I also studied Microsoft Fluent components and tested the real hardware in-person to ground my design decisions in actual user and system needs.

## POC UCI's

### User UCI's



### Ops UCI's



Q-SYS system controls and Layouts

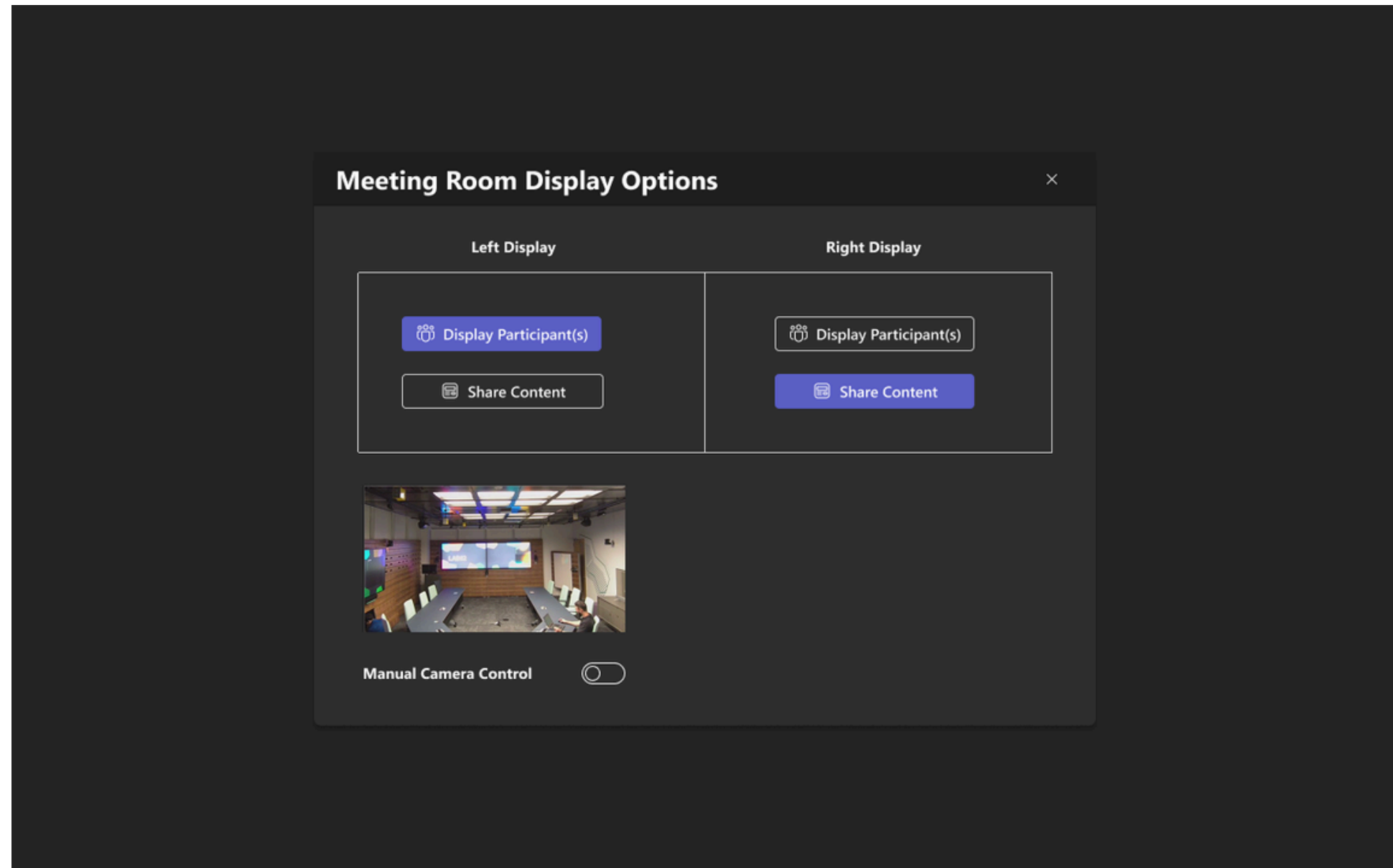
**Graphic Tools**  
T H O A  
Text box Headers Group boxes polygons #ofsides-agon  
able to hide or show controls without navigating to a different page  
creates a block that expands and contracts  
We do not want them to feel as though they left the teams environment  
Drag & drop images in  
Hold the Ctrl key to assign control to region  
you have to do is drag this over and then hold the control  
Grouping & Ordering Tools  
Guidelines & Grids  
the left margin to create orange guidelines that these lines

Design elements that can be manipulated

METHODOLOGY & ARTIFACTS:

## Designed high-fidelity prototypes of new screen

I wireframed and prototyped the new collaboration screen using Fluent UI components to ensure consistency and feasibility. Multiple iterations with engineering helped validate interactions and refine the solution.



METHODOLOGY & ARTIFACTS:

# Set development up for success by adding additional details.

I annotated the wireframes with Q-Sys variables, CSS properties, and required Fluent components to support smooth handoff. When engineering hit system limitations, I created exportable assets and a workaround to keep the project moving.

**UCI Properties**  
Title: Dual Display Control  
Panel Type: LogitechXYZ  
Orientation: Landscape  
Private: No  
Enable Button Swipe: No  
Font: Segoe UI  
Background: #242424

**Exit**  
Buttons/Exit.png  
Right aligned to Right Display's --Right Edge

**Decision Buttons**  
Buttons/DisplayParticipantsOn  
Buttons/ShareContentOff  
  
Buttons/DisplayParticipantsOff  
Buttons/ShareContentOn  
  
Buttons/RadioButtonOn  
Buttons/RadioButtonOff

**PTZ Control**  
Buttons/toggleOn.png  
Right aligned to video preview's edge

**Annotations for Q-SYS, Fluent, and CSS**

**Meeting Room Display Options**

Left Display: Display Participant(s), Share Content

Right Display: Display Participant(s), Share Content

Choose Camera: Front Camera, Rear Camera

Manual Camera Control: [On]

Zoom In, Zoom Out

Adam 4:13 PM  
Hey Team, Happy Friday! I met with [redacted] and Alazandra yesterday and spoke through some minor adjustments. Those changes have been implemented in the below screenshot.

**Meeting Room Display Options**

Left Display: Display Participants, Share Content

Right Display: Display Participants, Share Content

Choose Camera: Front Camera, Rear Camera

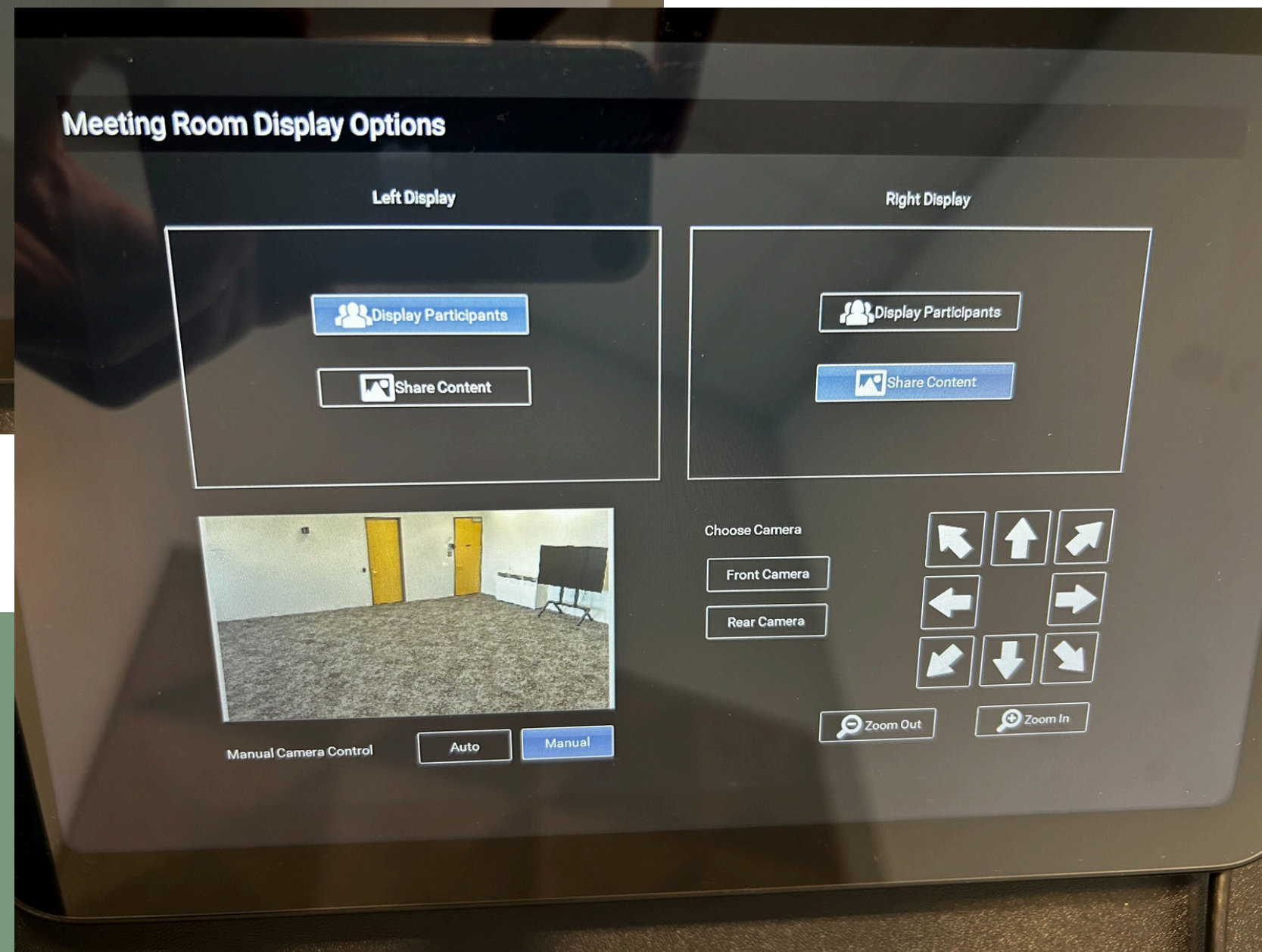
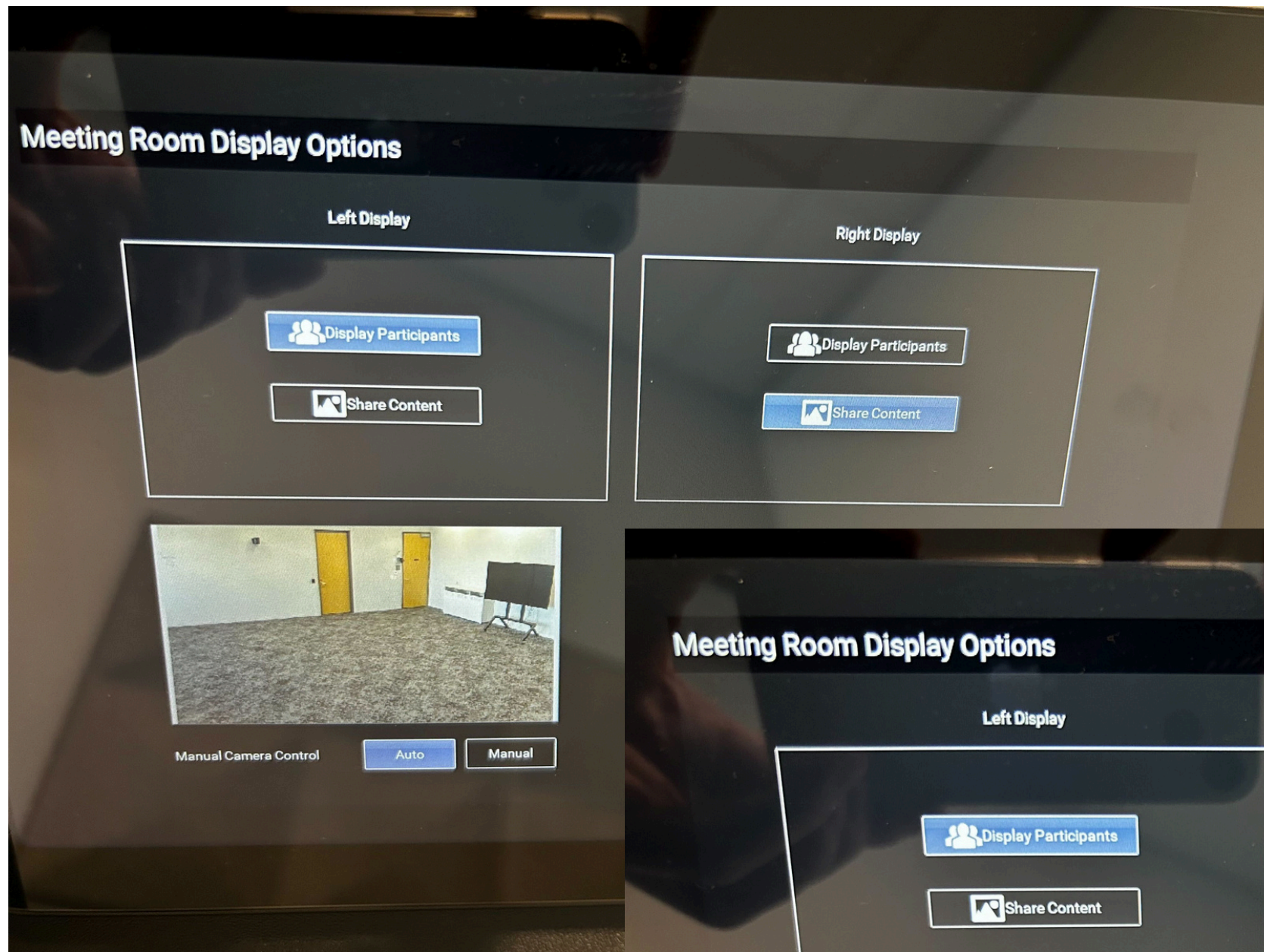
Manual Camera Control: Off, On

Zoom Out, Zoom In

Collaboration with Developer

# Impact

The final design has now been deployed internationally across all collaboration spaces using this system.



# Thank You!

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