

Alazandra Shorter's Portfolio

Last Updated:
December 2025

Agenda

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

ABOUT ME



Hello, my name is

Alazandra (Alex) Shorter

A UX 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



FJORD



 www.linkedin.com/in/alazandra/

 (301) 461-2477

 ashorter14@gmail.com

 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



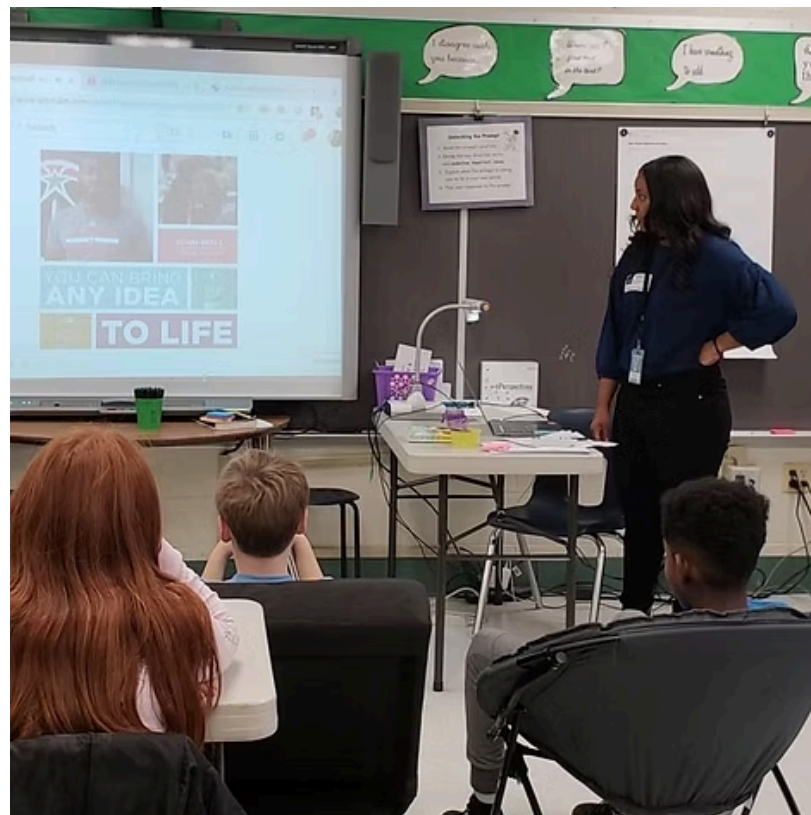
Valentine's Fun!



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

Case Studies

Case Study Overview

01

Project Helix: Source-
to-Pay

Adobe

02

Collaboration
Spaces

Adobe

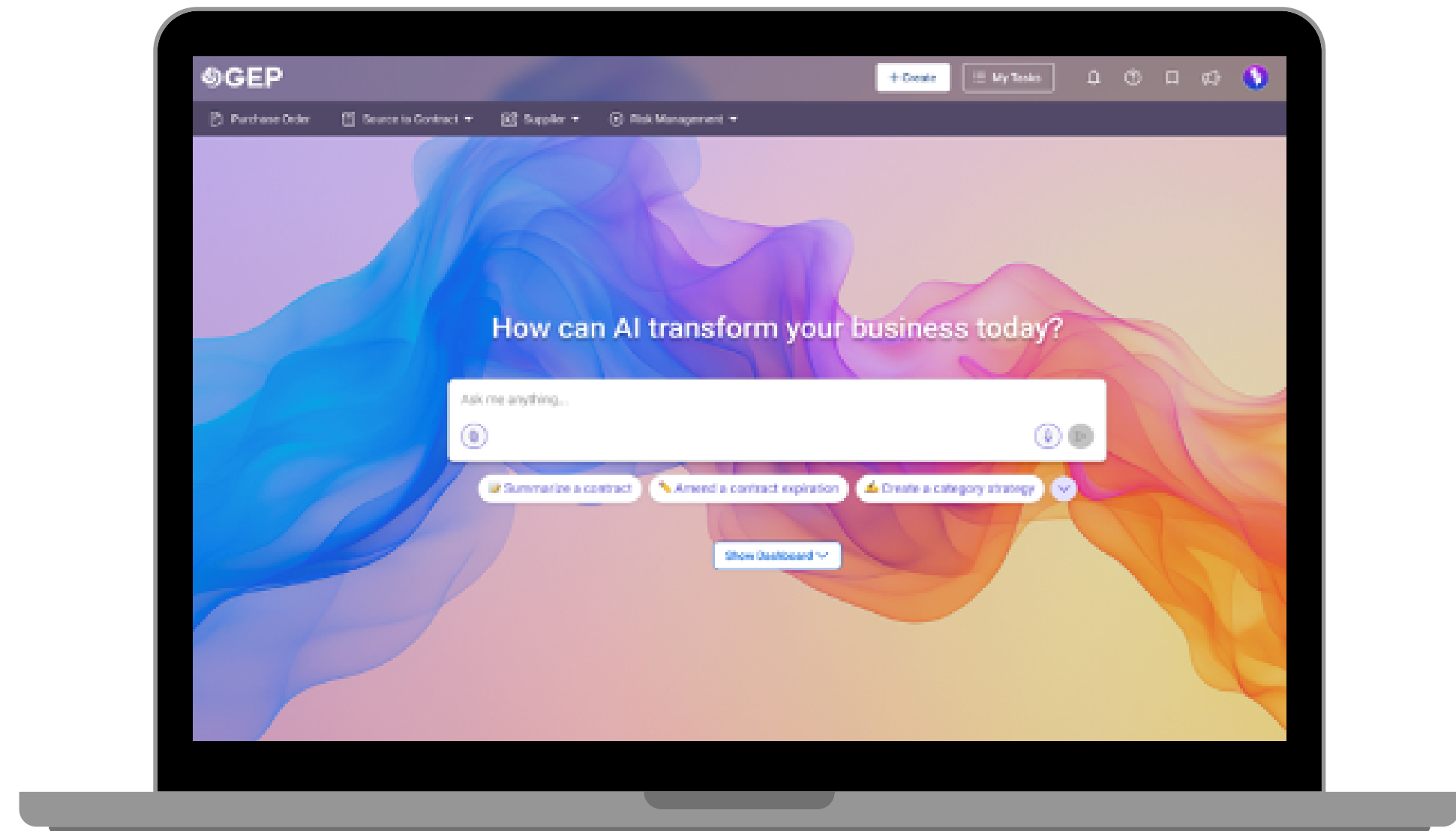
01

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

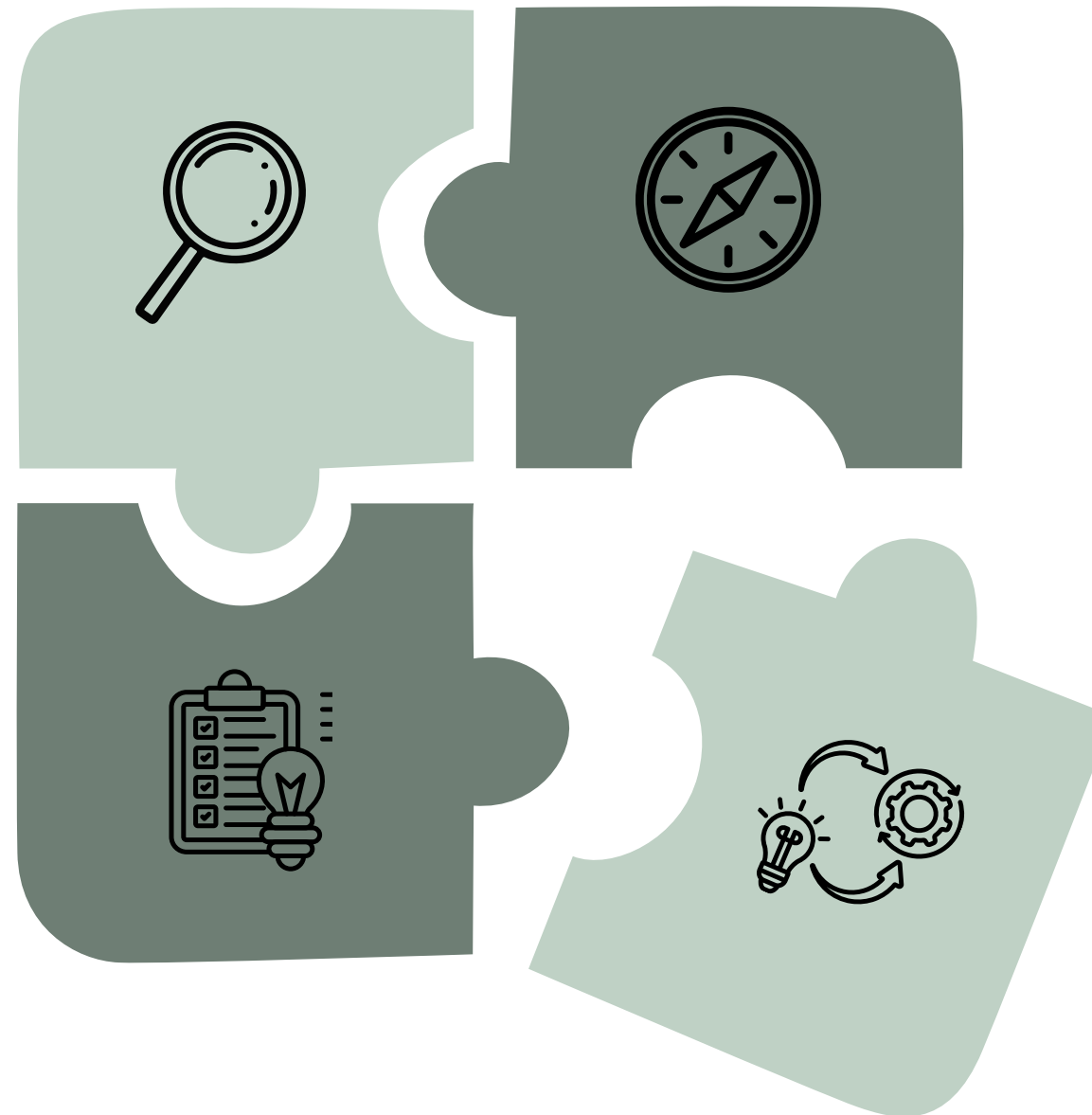
Within my team, I led project scoping and defining design best practices

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.

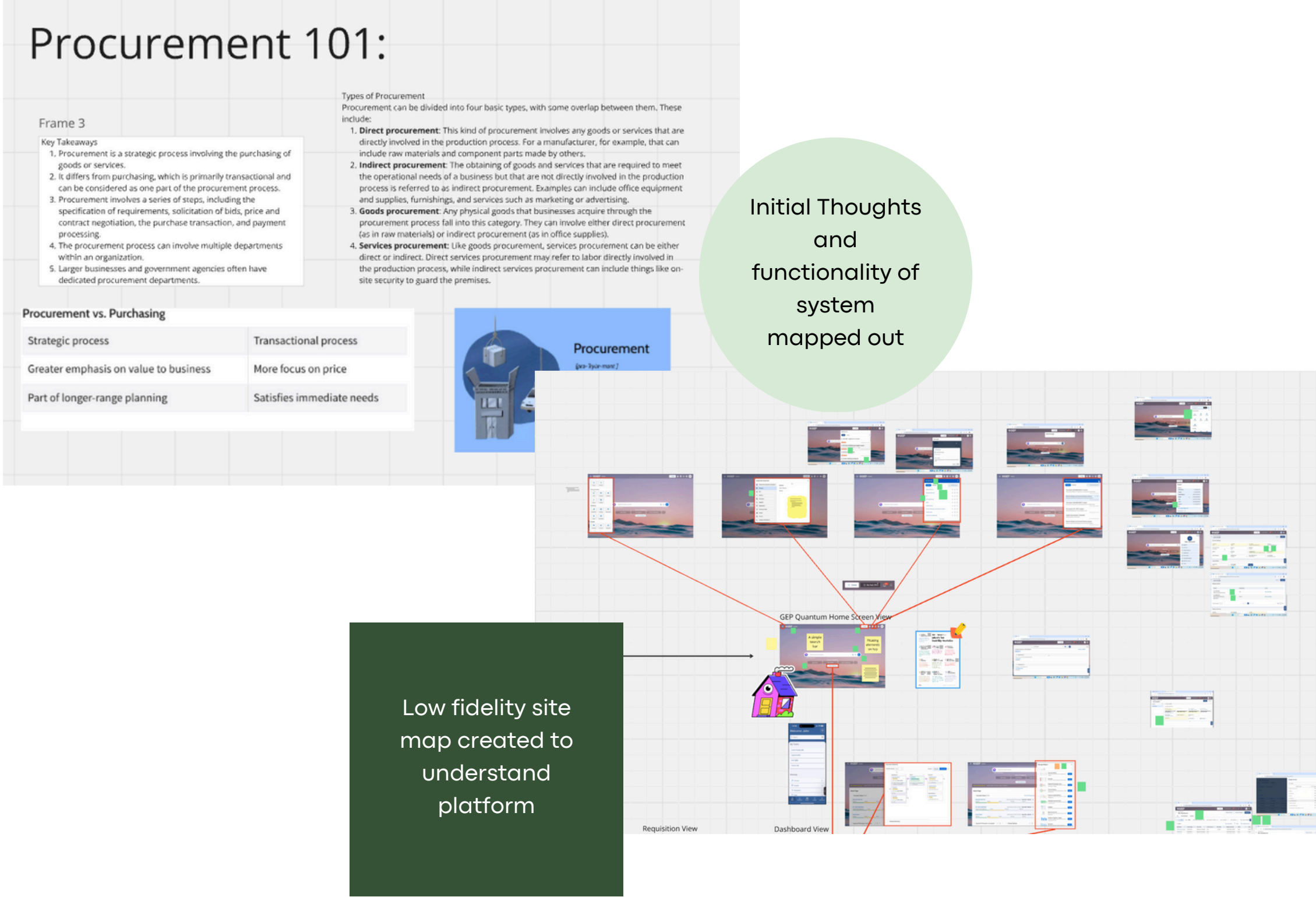
Challenges

- 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.





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? For example, through changing work materials?

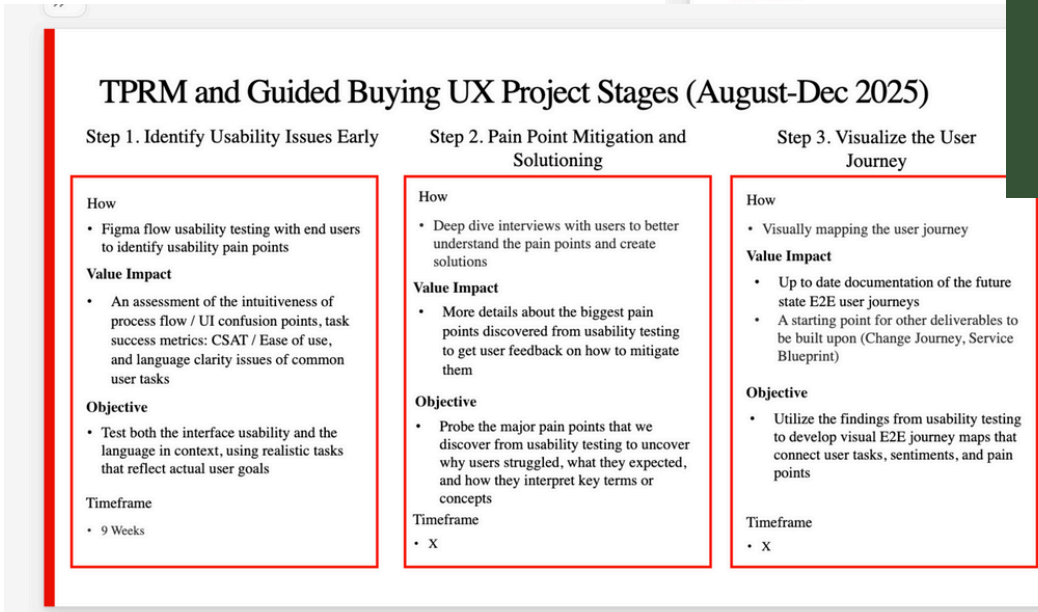
UX Deliverables

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

Proposed Additional UX Deliverables

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

Timeline of tasks and responsibilities



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

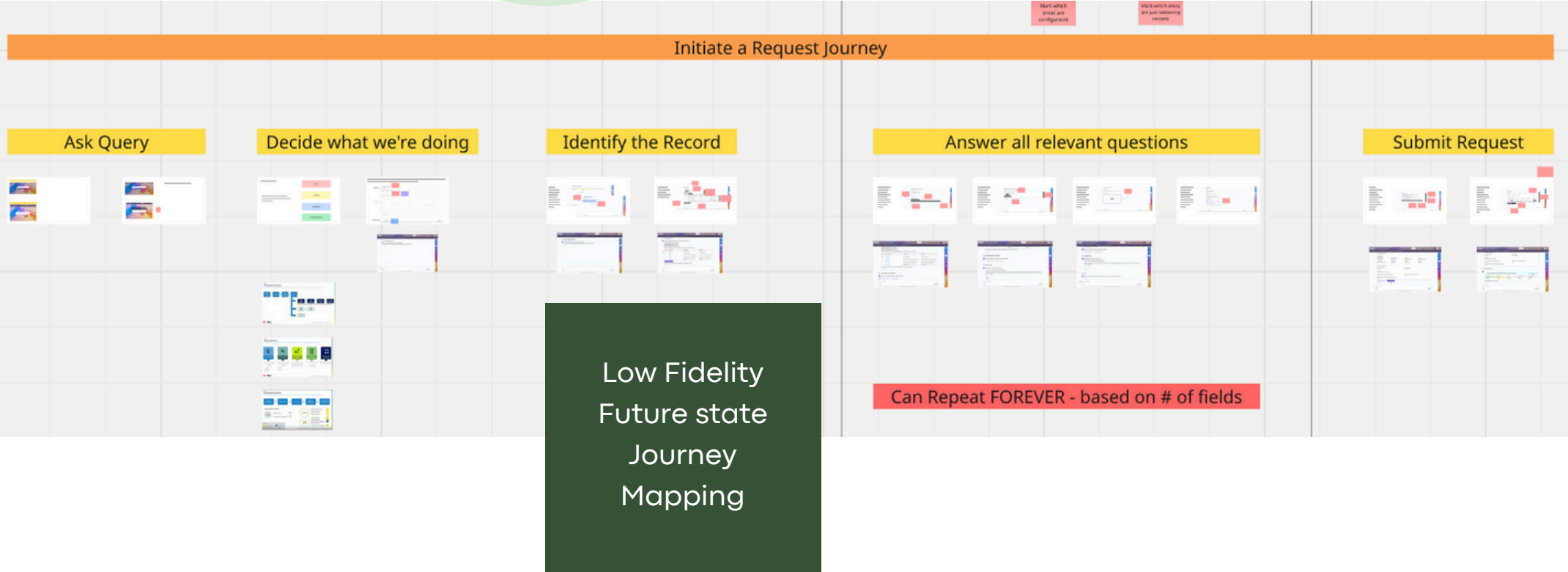
Inconsistent visual styling, modal behaviors, and branding elements create avoidable confusion, highlighting opportunities for quick UX and design fixes that can significantly improve user clarity and trust.

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.

The screenshot shows the GEP interface with a top navigation bar and a main content area. The main content area displays a workflow for 'Purchase Order' and 'Source to Contract'. It includes a 'Create' button, a 'My Tasks' button, and a 'Risk Management' dropdown. The workflow steps are: 'Great, thank you for sharing that! Has your budget been approved by your cost center manager?' (with buttons: 'Not Approved', 'Submitted and Awaiting Approval', 'Yes, Approved', 'Yes, Approved with Conditions'), 'Yes, Approved', 'Okay! Should this be single sourced or sole sourced?' (with buttons: 'Single Sourced', 'Sole Sourced', 'Not Required'), 'Not required', and 'All right! Based on the information you've provided, this request has been categorized as a "Strategic Sourcing" project request. Can you tell me what is the business criticality of this project request?' (with buttons: 'Critical', 'High', 'Medium', 'Low', 'Discretionary/Experimental'). There is also an 'Ask me anything...' input field at the bottom.

User Interviews and Insights



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.

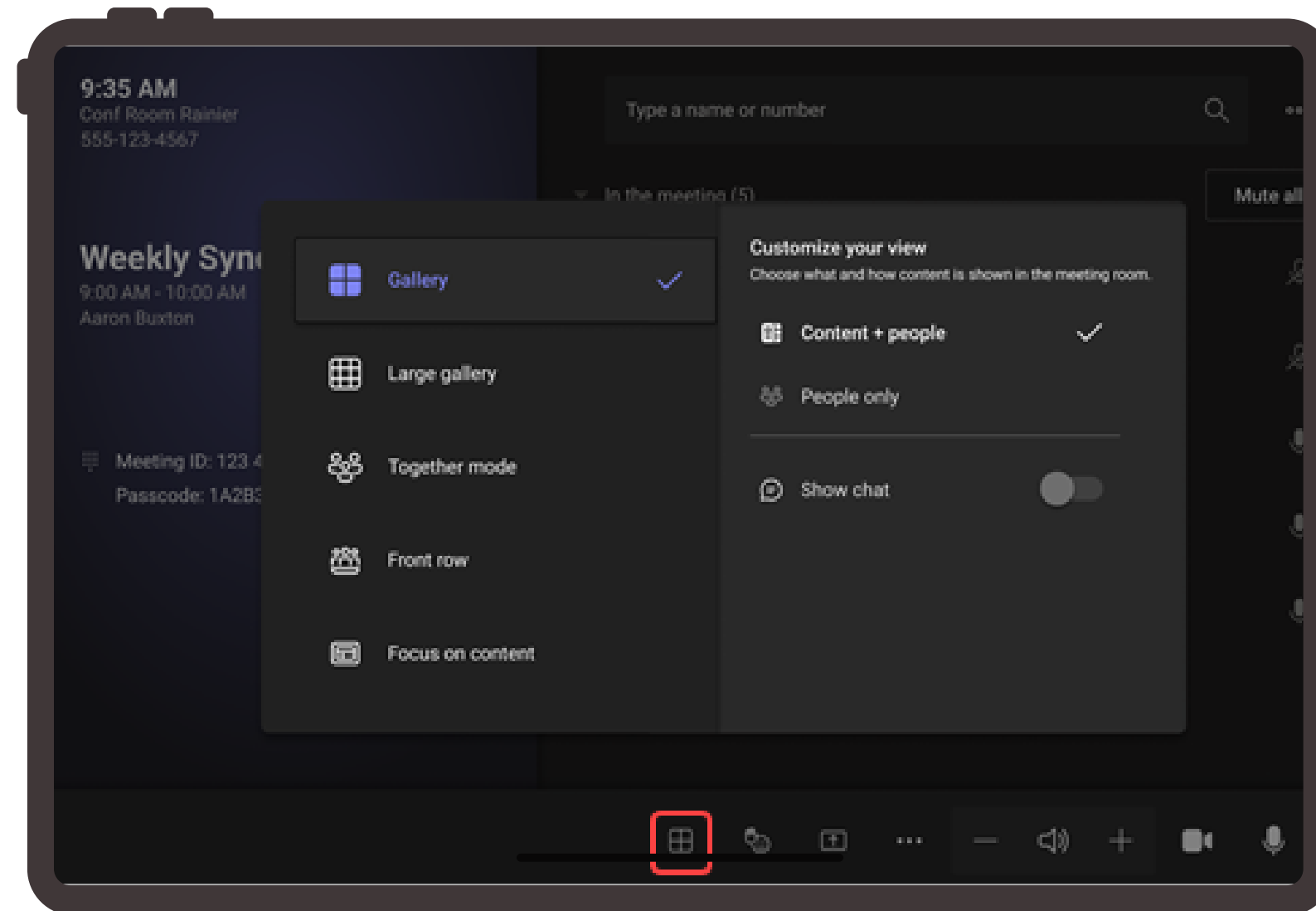
02

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.

Adobe



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

UC Santa Cruz

12:34 PM

Camera Control

Presentation Mode

Video + Content

Content + Content

Camera Selection

Front Camera

Rear Camera

Camera Mode

Auto

Manual

Ops UCI's

UC Santa Cruz

07:14 AM

Peripheral Status

Camera Stream Status

HID Conferencing Status

Video Input Status

Video Output 1

Video Output 2

HDMI Input

System Status

Missing: 25 Check Mic 1

Cameras

Audio

Status

UC Santa Cruz

12:34 PM

Presentation Mode

Video + Content

Content + Content

The Conferencing system is in Automatic Camera mode.

Having Issues with conference room equipment? Tap "Support" on the AdobeLife app for help.

Camera Mode

Auto

Manual

UC Santa Cruz

07:14 AM

Camera Selection

Cam 1

Cam 2

Cam 3

Cam 4

Cam 5

Camera Preview (to MTR Codec)

ACPR MUST BE Disabled before any Camera adjustments. The ACPR Control will show OFF when ACPR is disabled.

ACPR Control

Off

System Status

Missing: 25 Check Mic 1

Cameras

Audio

Status

UC Santa Cruz

01:44 PM

Microphones

Mute

MTR Codec Far End

MUTE

Laptop Audio

MUTE

Program Outputs

Output to MTR Codec

MUTE

Ceiling Speakers

MUTE

System Status

Missing: 25 Check Mic 1

Cameras

Audio

Status

Graphic Tools

T

H

O

A

Text box

Headers

Group boxes

polygons #ofsides-agon

creates a block that expands and contracts

able to hide or show controls without navigating to a different page

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

Guidelines & Grids

the left margin to create orange guidelines that these lines

Grouping & Ordering Tools

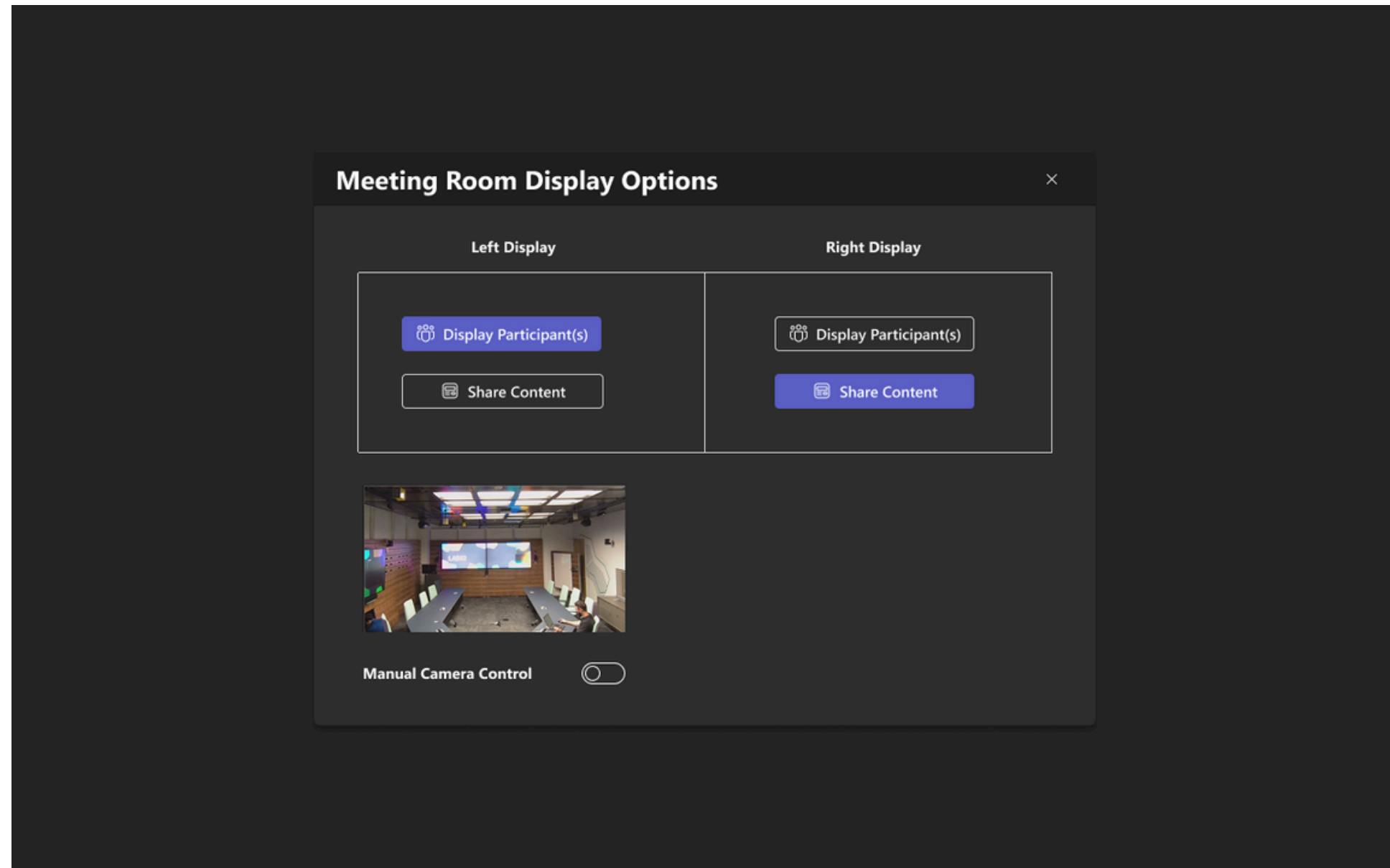
button and you can do that by going to tools order and

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.

Il 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

***When users choose between two options, one is highlighted by default in primary purple, and tapping the other switches the active state—deactivating the original and activating the newly selected option.

PTZ Control

Buttons/toggleOn.png

Right aligned to video preview's edge

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

Zoom In

Zoom Out

Adam

4:13 PM

Hey Team, Happy Friday! I met with and Alazandra yesterday and spoke through some minor adjustments. Those changes have been implemented in the below screenshot.

image.png

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

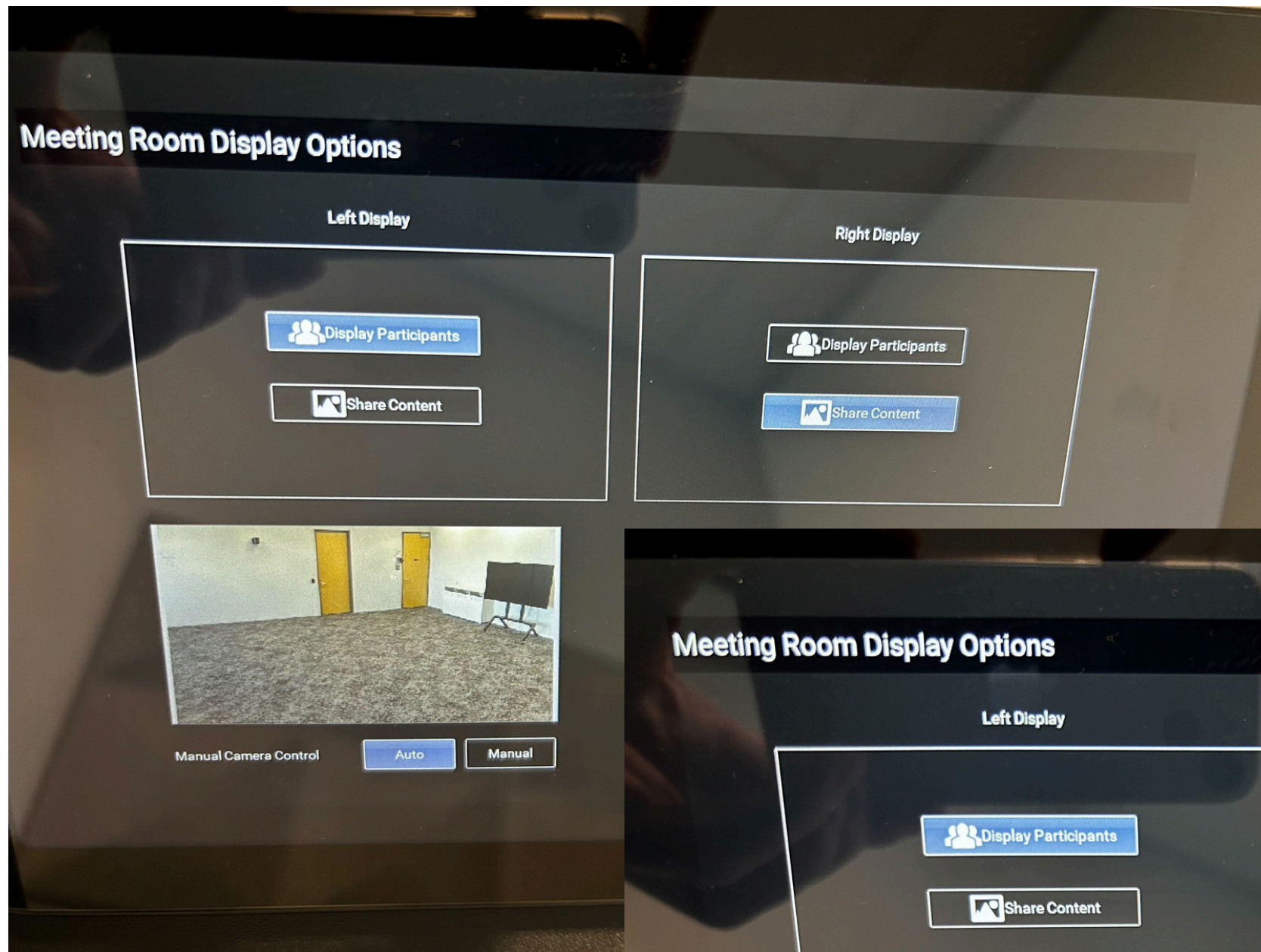
Annotations for Q-SYS, Fluent, and CSS

Collaboration with Developer

23

Impact

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



[Back to Agenda](#)

Thank You!

Email

ashorter14@gmail.com

LinkedIn

[/in/Alazandra](https://www.linkedin.com/in/Alazandra)

Mobile

301-461-2477