

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.



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Located in Upper Marlboro, MD

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



Adobe

INTUIT

USAA

FJORD



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

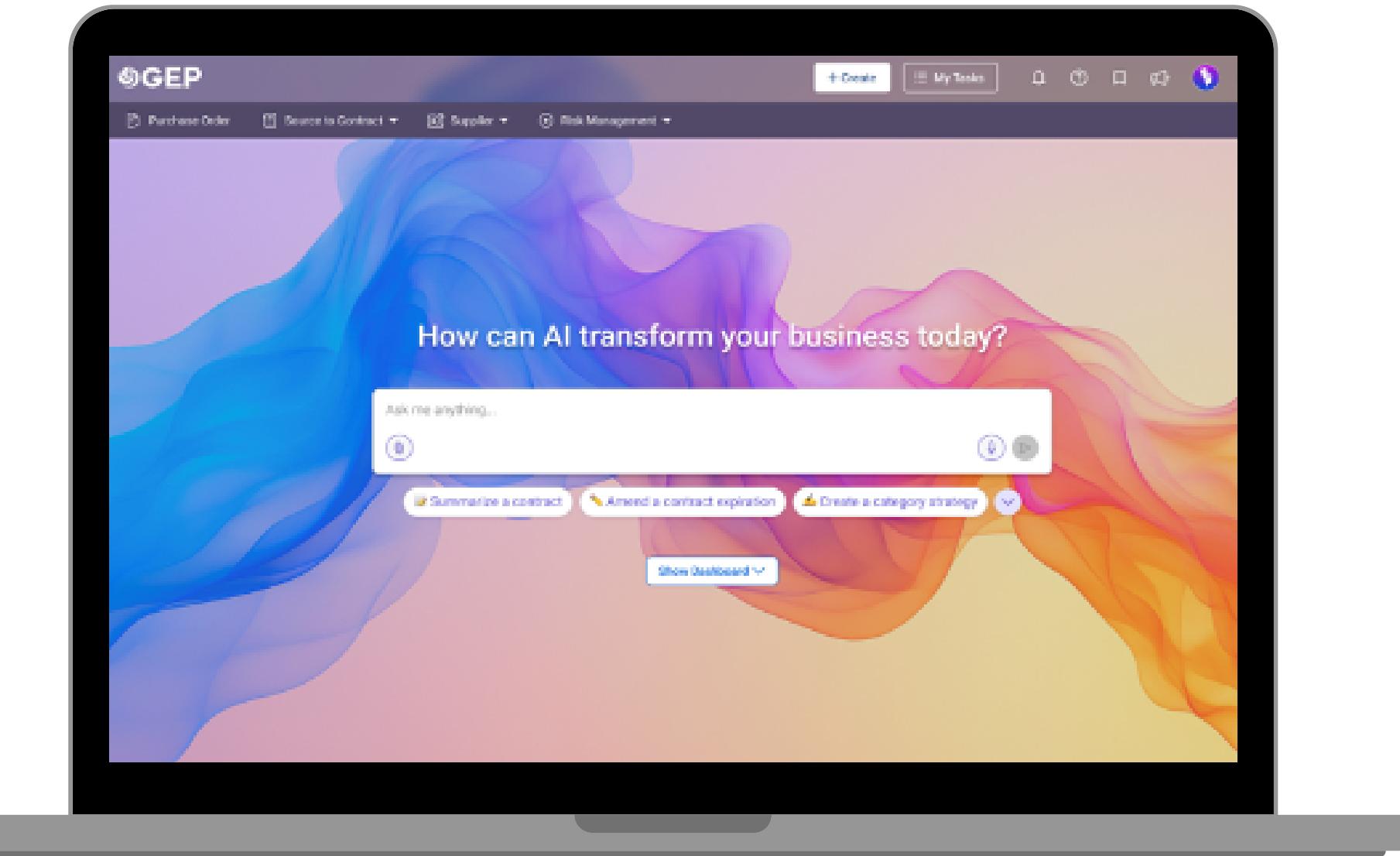
01

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	Platform Team, System Integration
Partners	Team, Project Team, Various Business Leads, Engineering, Change Management, Product Management

APPROACH

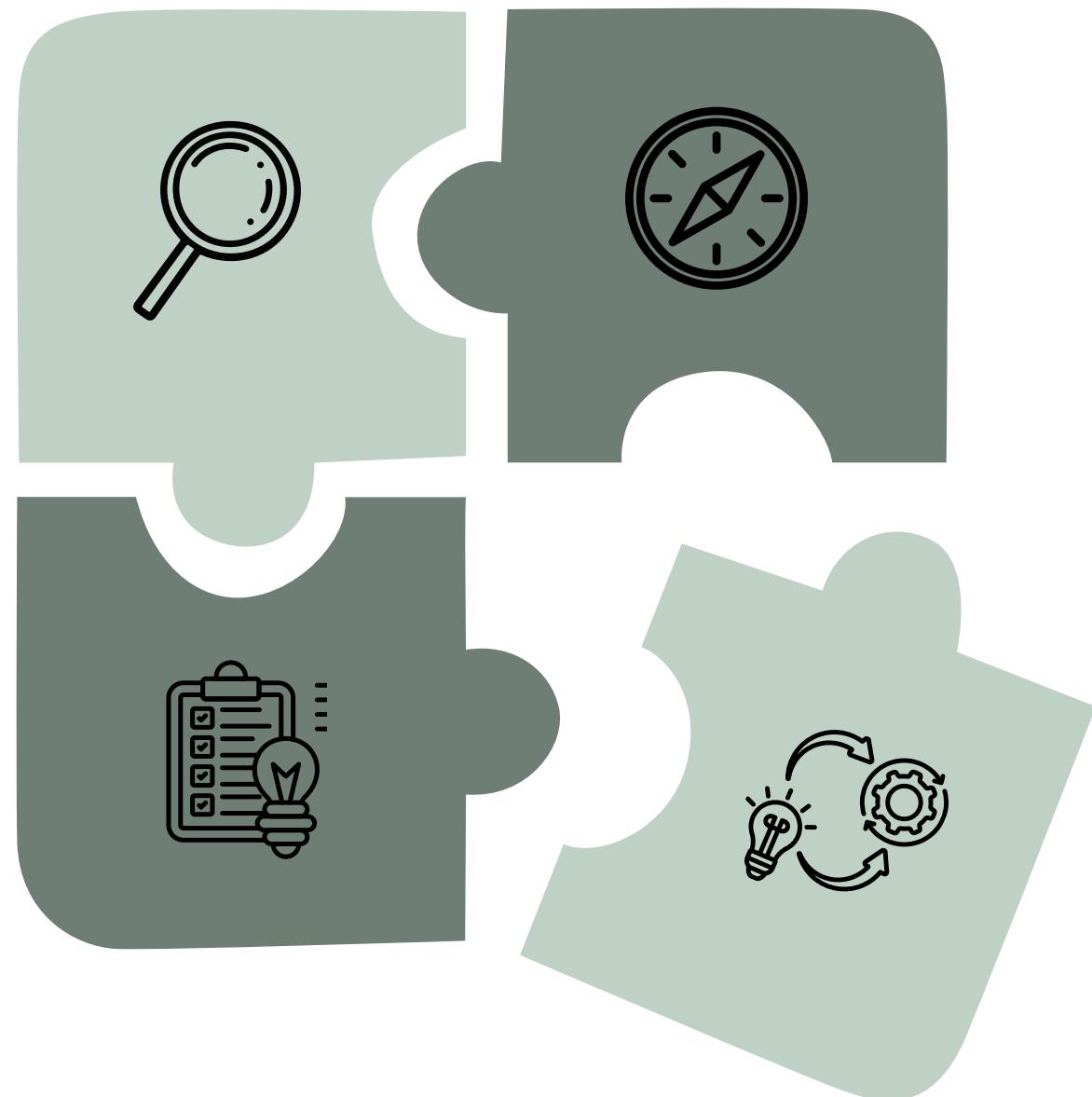
Within my team, I led project scoping and defining design best practices

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.



Procurement 101:

Frame 3

Key Takeaways

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

Types of Procurement
Procurement can be divided into four basic types, with some overlap between them. These include:
1. **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.
2. **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.
3. **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).
4. **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.

Procurement vs. Purchasing

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

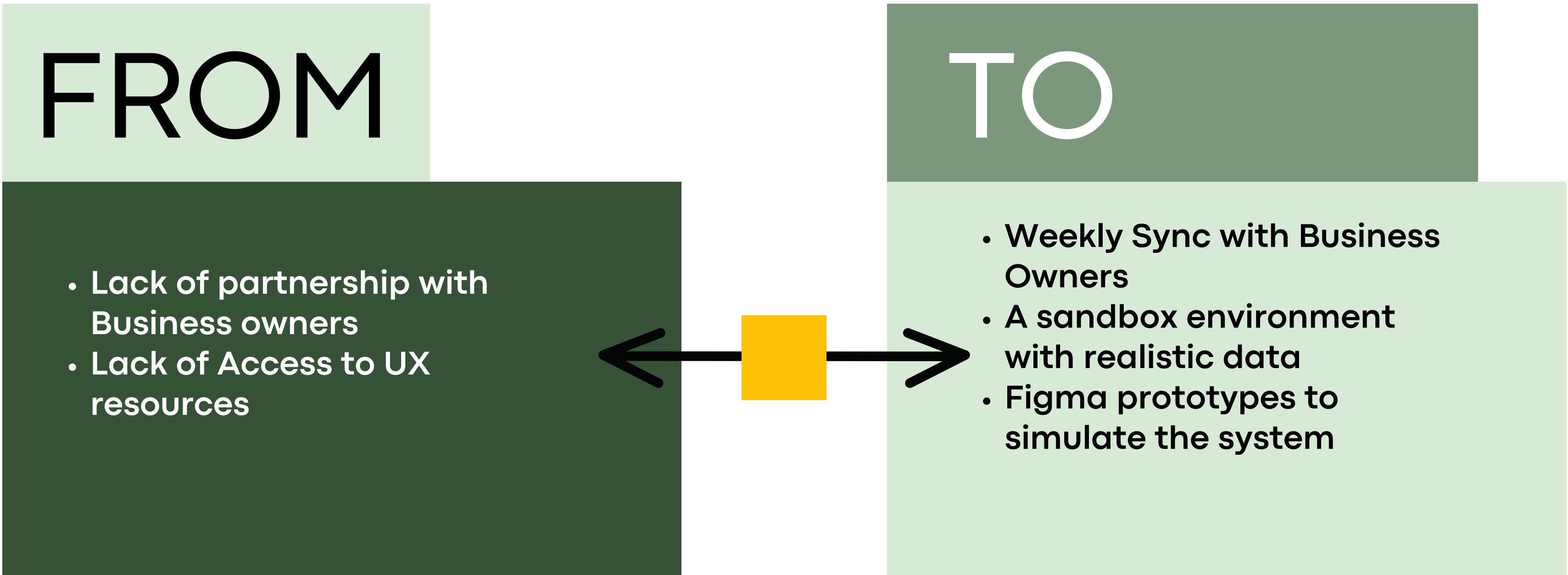
Procurement (gep-type-mgmt)

Low fidelity site map created to understand platform

Initial Thoughts and functionality of system mapped out



Work Blockage

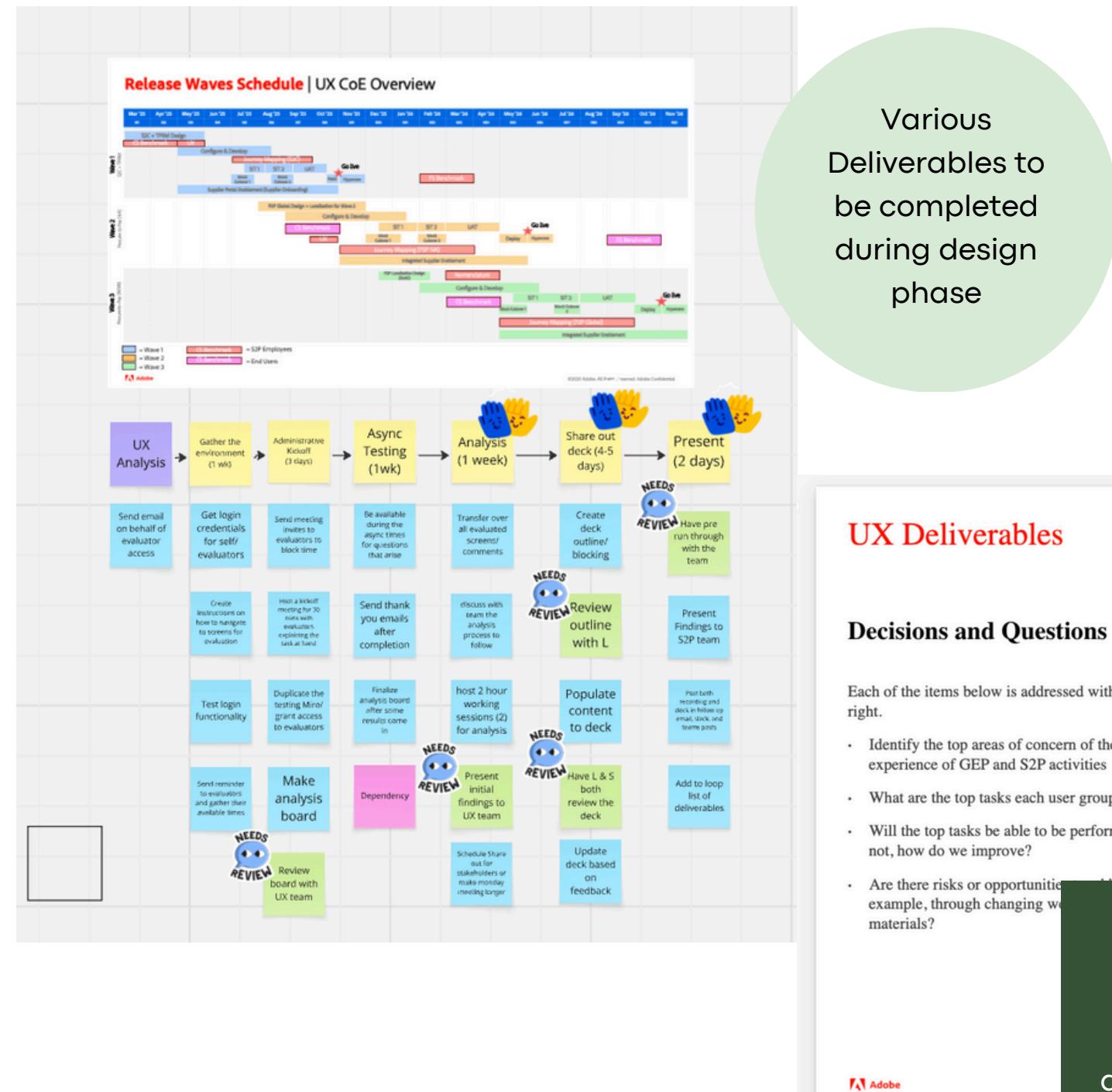
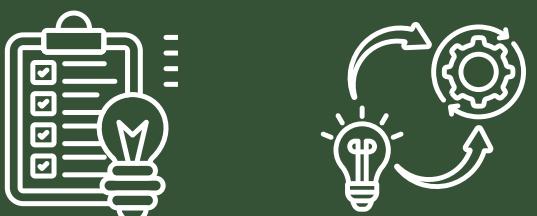


METHODOLOGY & ARTIFACTS:

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?

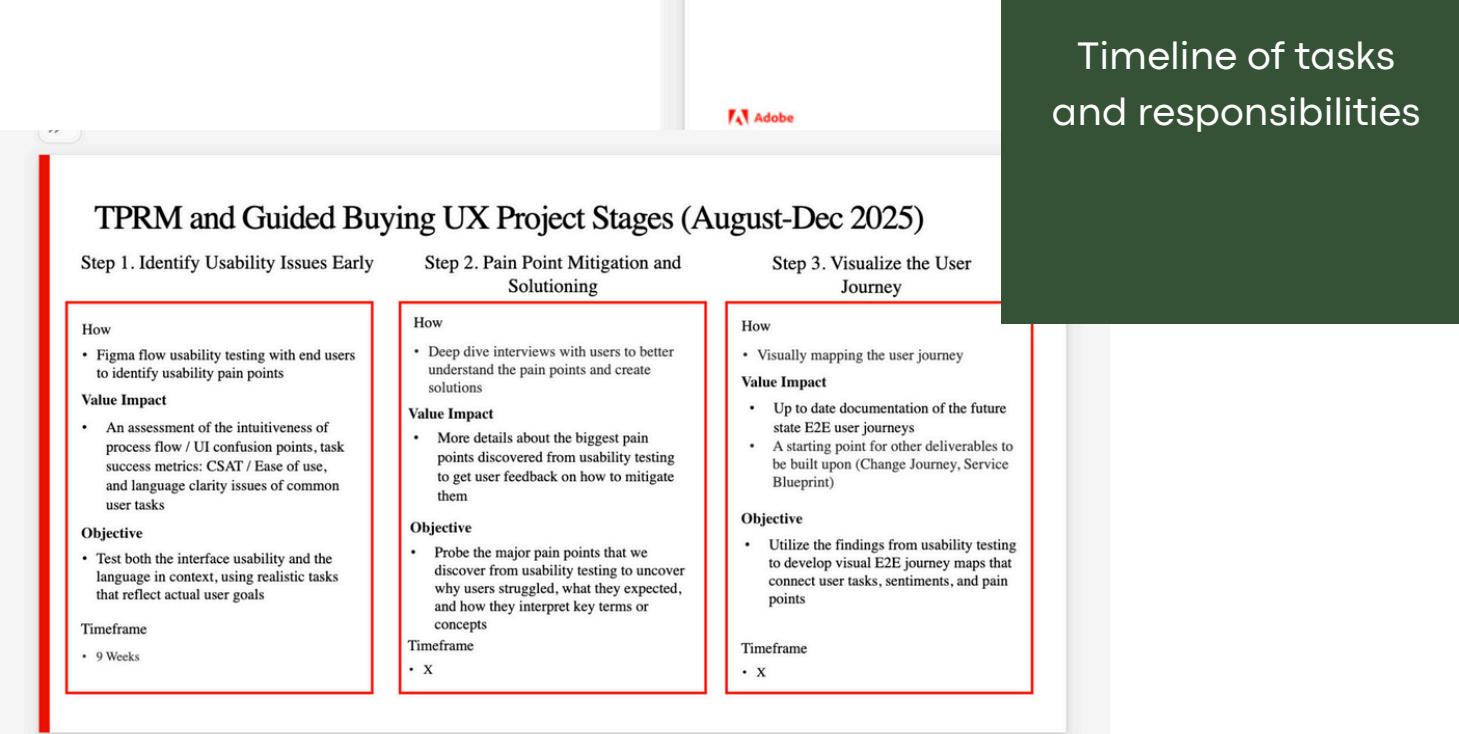
UX Deliverables

- 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

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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.

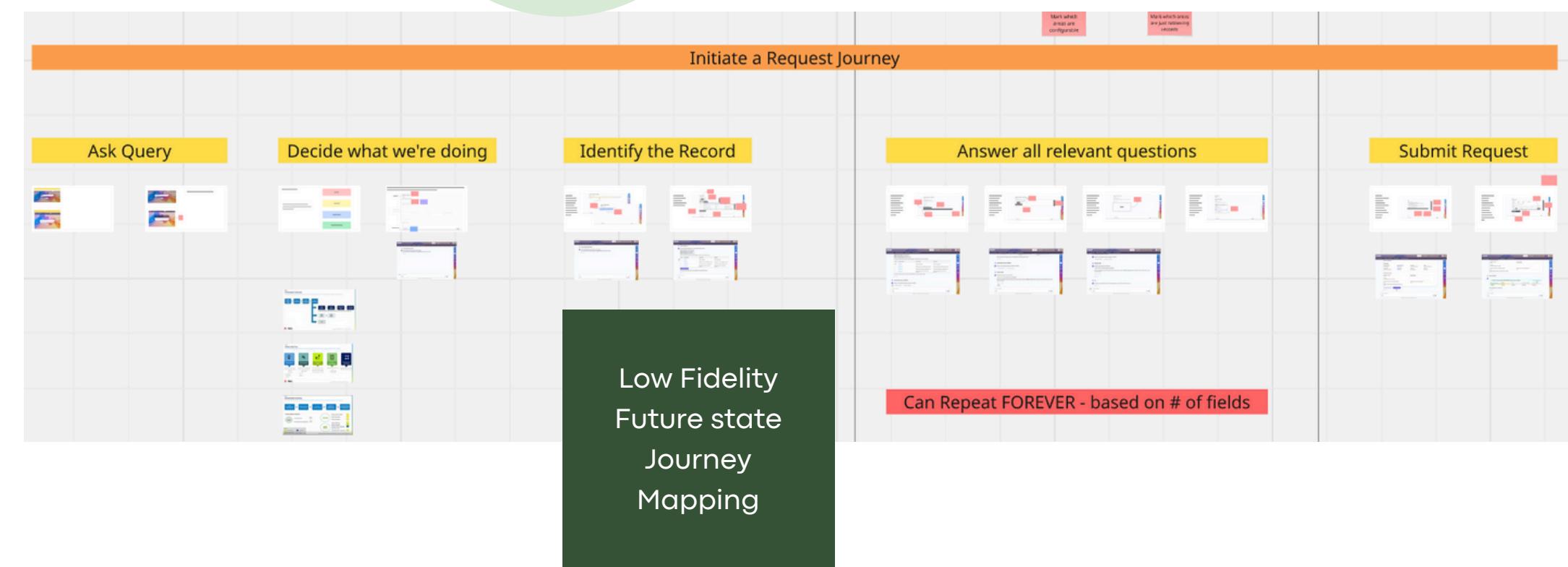
Navigation Friction and Expectation Mismatches Medium Severity
Evaluators experience confusion navigating the application due to inconsistent wayfinding cues and mismatches between expected and actual behavior of interface elements, which disrupts task flow and user confidence.

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.



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.

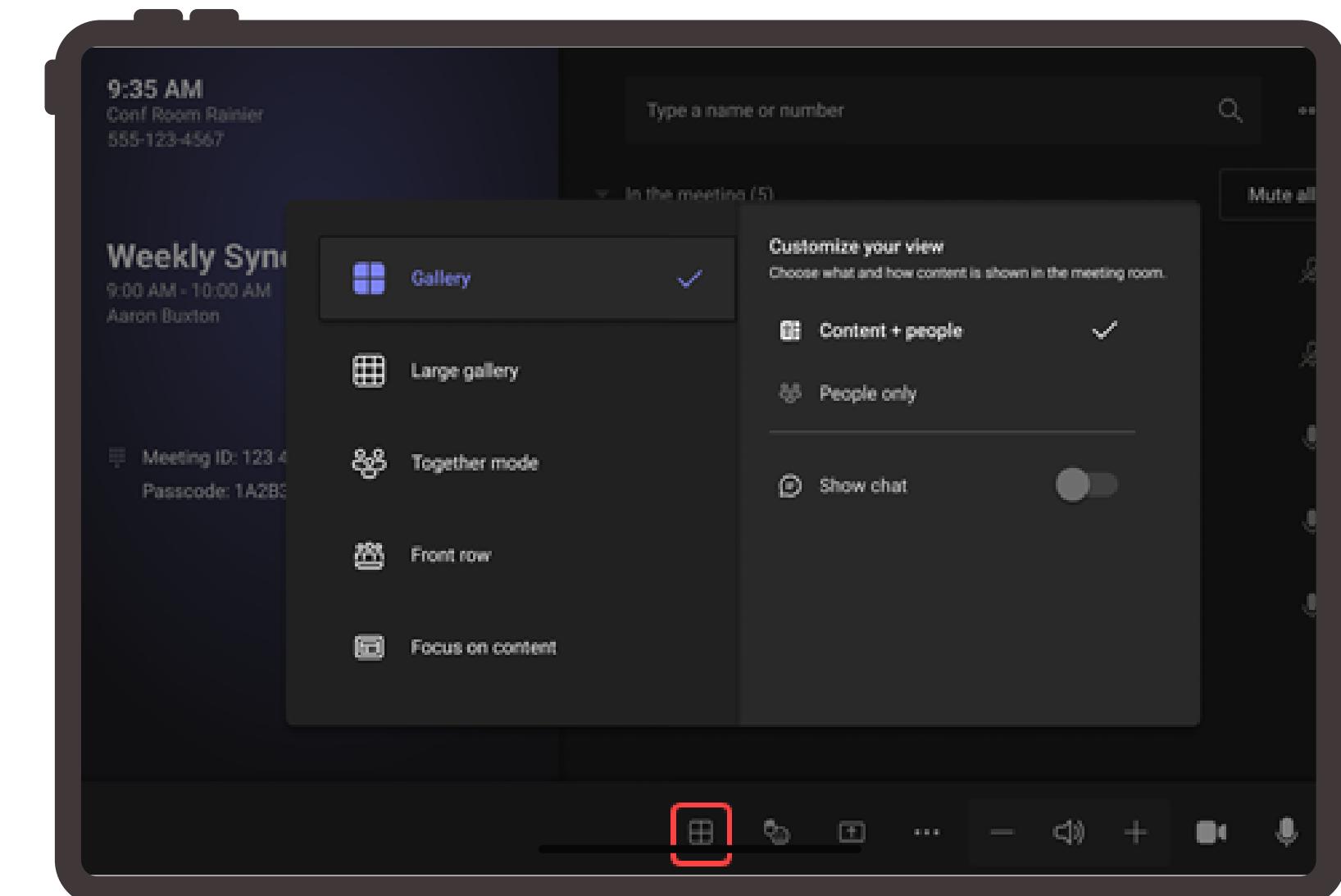
02

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	Workplace Services, A/V Team,
Partners	IT Department

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

035

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

Design elements that can be manipulated

Guidelines & Grids

the left margin to create orange guidelines that these lines

Grouping & Ordering Tools

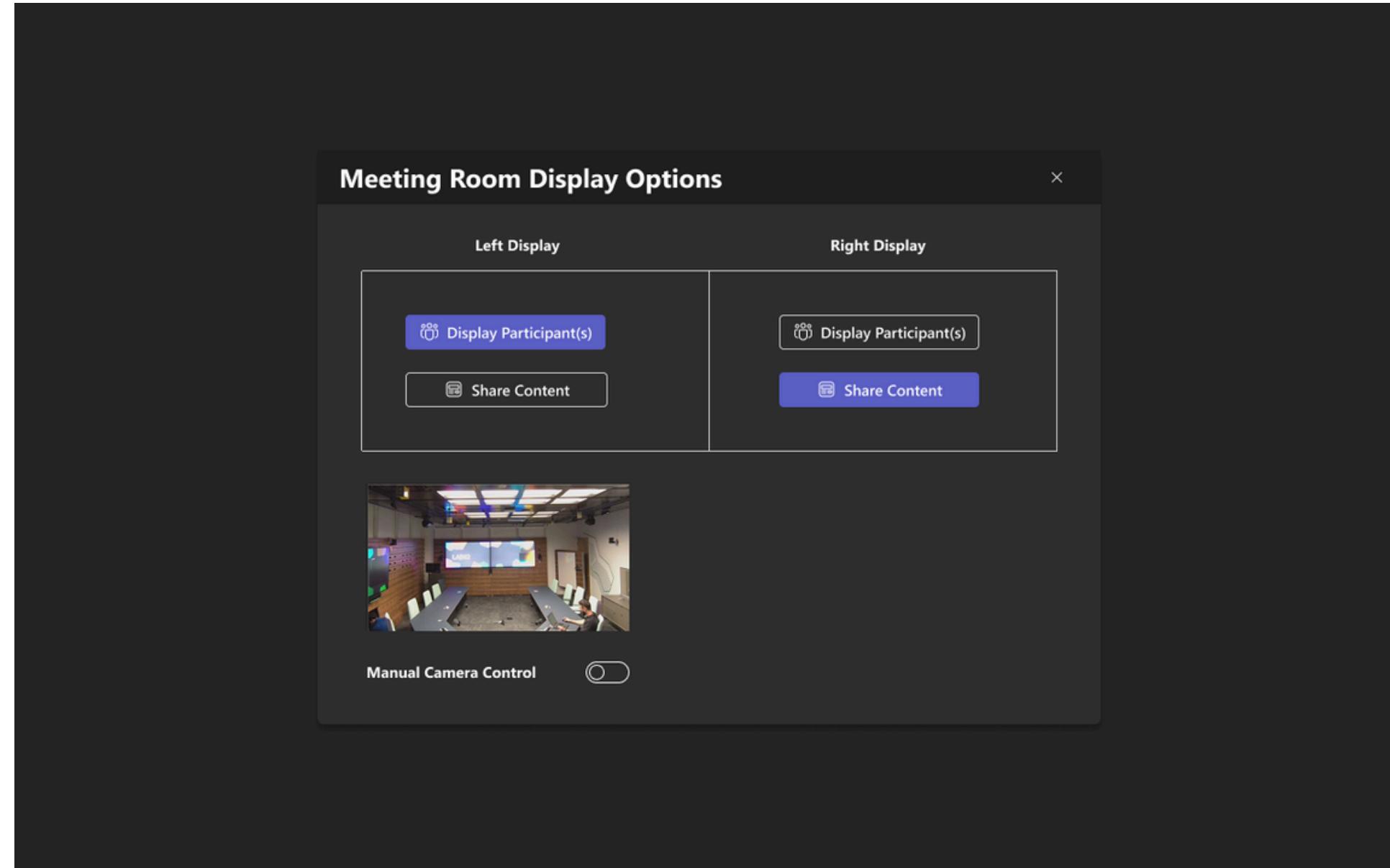
button and you can do that by going to tools order and

21

METHODOLOGY & ARTIFACTS:

Designed high-fidelity prototypes of new screen

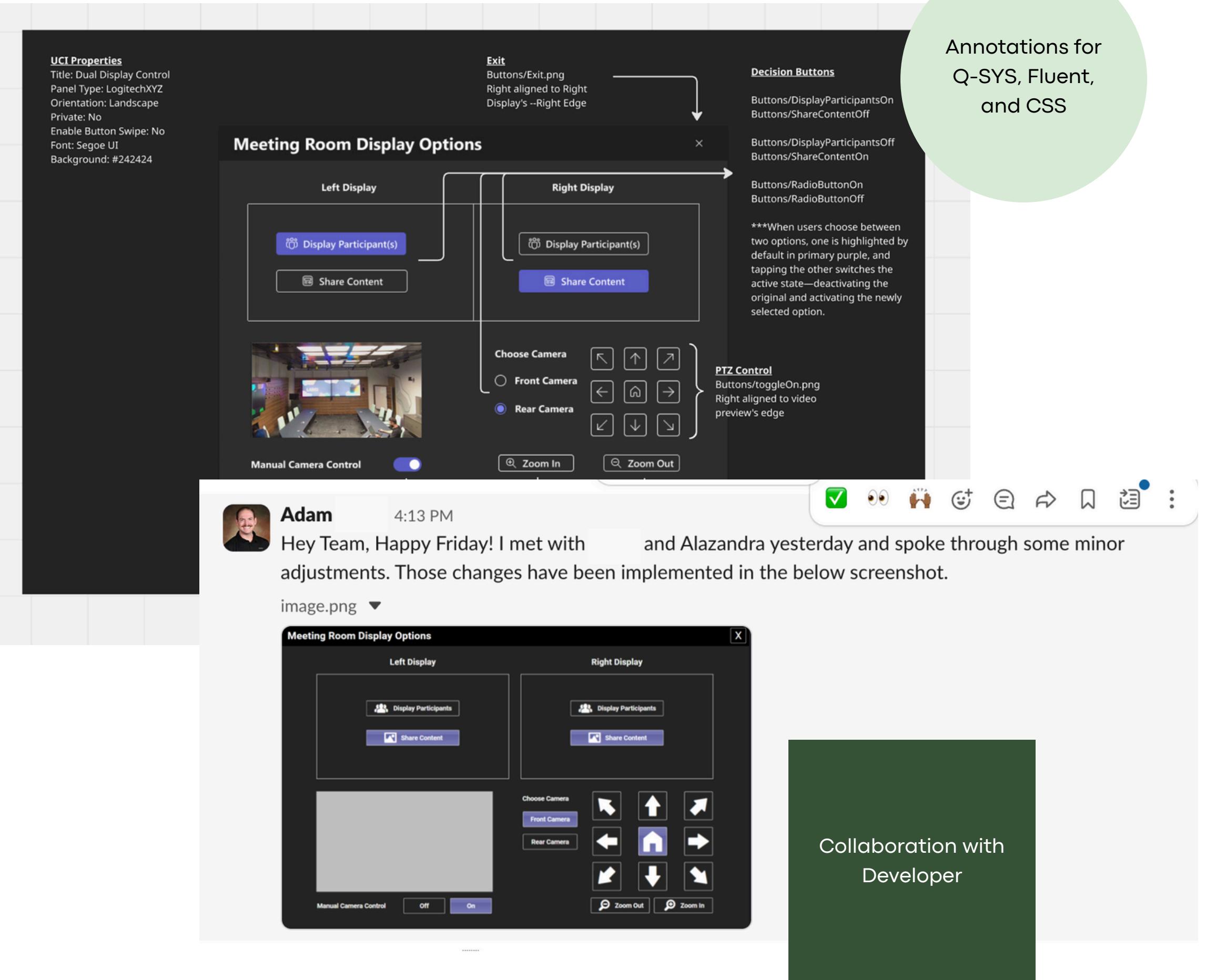
I wireframed and prototyped the new collaboration screen using Fluent UI components to ensure consistency and feasibility. Multiple iterations with engineering helped validate interactions and refine the solution.



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.



Annotations for Q-SYS, Fluent, and CSS

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 **Right Display**

Display Participant(s) **Display Participant(s)**

Share Content

Choose Camera

- Front Camera
- Rear Camera (selected)

PTZ Control

Manual Camera Control (Toggle switch)

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.

image.png ▾

Meeting Room Display Options

Left Display **Right Display**

Display Participants

Share Content

Choose Camera

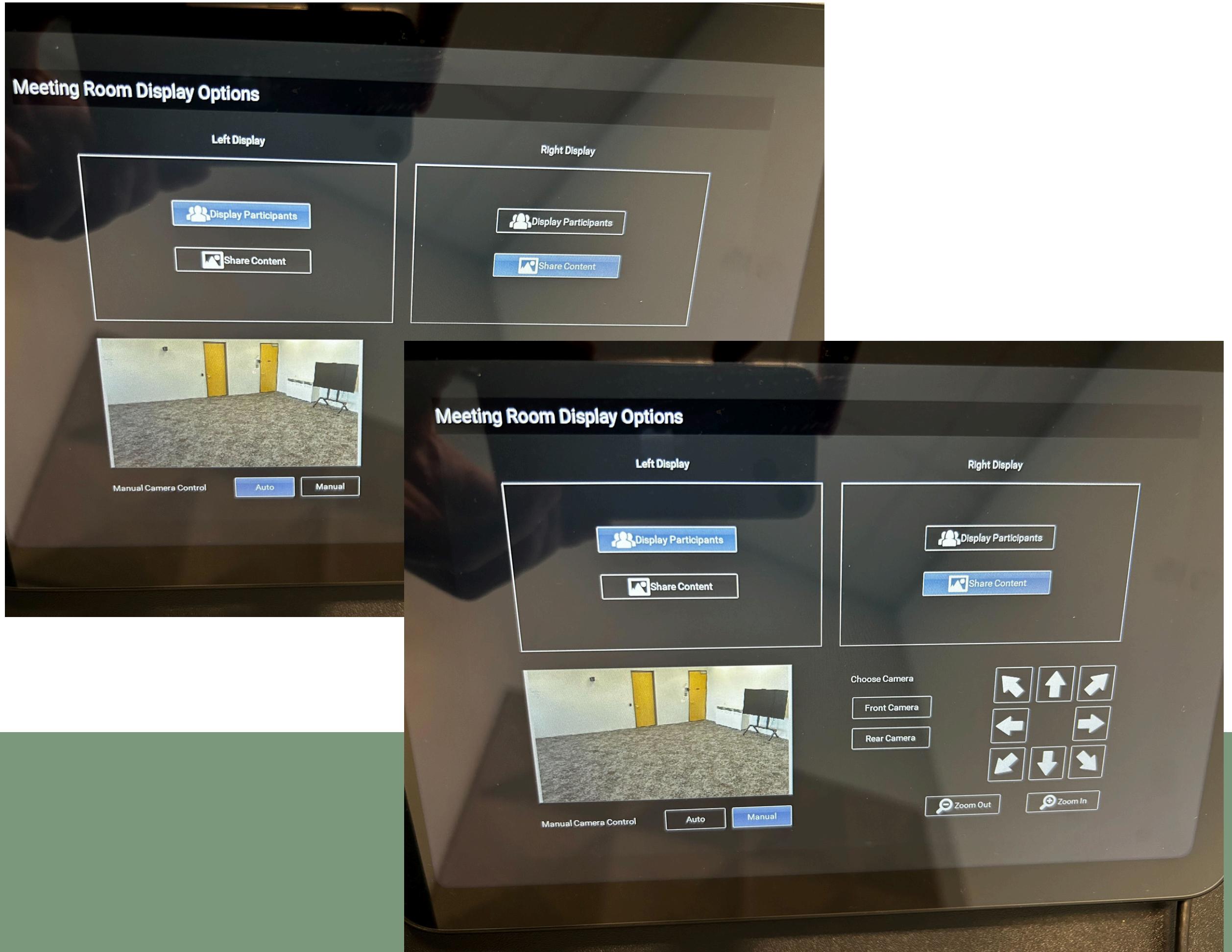
- Front Camera (selected)
- Rear Camera

PTZ Control

Manual Camera Control (Toggle switch)

Zoom Out **Zoom In**

Collaboration with Developer



Impact

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

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Thank You!

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