

SARAH ANNE POND

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SUMMARY

Product design leader with 10+ years turning ambiguous problems into scalable, business-driving experiences. At Quest Analytics, I founded and grew the design organization from the ground up — establishing systems, hiring and mentoring a team, and embedding design as a strategic voice at the executive table. I thrive in complex, data-intensive environments like healthcare SaaS, where the work demands both rigorous UX thinking and the ability to influence product direction. Known for building the conditions where great design can happen: clear vision, strong process, and teams that grow.

EXPERIENCE

Manager of Product Design · Quest Analytics

Feb 2020 – Present

- Founded the design organization from the ground up — defining practices, hiring and mentoring a team of 3 designers, and establishing the systems that scaled across 4+ product lines.
- Partnered directly with the executive team to shape product vision and roadmap strategy, ensuring design had a seat at the table for prioritization and long-term planning.
- Built a scalable design system and DesignOps infrastructure that reduced design-to-handoff friction and enabled consistent, accessible experiences across a complex, data-heavy healthcare analytics product suite.
- Elevated design from a delivery function to a strategic driver — shifting how leadership valued and invested in UX across the organization.
- Led research operations including user personas, usability testing programs, and client feedback loops that informed product direction and improved retention.

Senior User Experience Designer · SelectQuote

Jan 2018 – Feb 2020

- Served as design lead for client-facing websites and internal platforms, partnering with product and engineering to modernize experiences with a focus on accessibility and brand cohesion.
- Led cross-functional initiatives from concept through delivery, managing developers and translating business goals into platform-level design improvements.
- Presented design strategy and recommendations directly to stakeholders, driving iterative enhancements across multiple product surfaces.

UX Design Lead · Whiting House

Jul 2017 – Jan 2018

- Led UX design at an early-stage startup, shaping design strategy for cross-platform process automation products in close collaboration with executives and engineering.
- Built end-to-end design practices spanning prototyping, usability validation, and brand alignment while supporting business growth through marketing and executive-facing materials.

ADDITIONAL EXPERIENCE

Senior Experience Designer · VMLY&R (VML)

Oct 2016 – Jul 2017

- Designed digital experiences for clients including Gatorade and Ford, collaborating across strategy, engineering, and creative to deliver usability-tested, high-quality concepts and pitches.

Interaction Designer · Cerner

Apr 2014 – Oct 2016

- Designed healthcare solutions across clinical domains including Immunizations and Radiology; contributed to the Department of Defense contract and Cerner's Global Alliance partnerships.

- Conducted user shadowing and usability testing to deliver high-quality, validated clinical UX.

Software UI Design Intern · Garmin

May 2013 – Aug 2013

Contributed to software UI design for consumer and enterprise navigation products.

SKILLS

Leadership: Design Org Building · Hiring & Mentorship · Executive Alignment · Roadmap Influence · Vision Setting

Design & Systems: Design Systems · DesignOps · Complex Data & Enterprise UX · Cross-Platform Design · WCAG Accessibility · Usability Testing

Tools & AI: Figma (Advanced) · AI-Assisted Design Workflows · Sketch · Pendo · React / Design-to-Code Collaboration

EDUCATION

Bachelor of Fine Arts, Industrial Design · University of Kansas

2010 – 2014

School of Architecture, Design & Planning · Focus: Human-Computer Interaction & User Experience