
Harshi Vuskamuri

Atlanta, GA | okvuskamuri@gmail.com | [LinkedIn](#) | [Portfolio](#) | [Github](#)

EDUCATION

Georgia State University - *B.S. Degree in Biology, Concentration in Neurobiology; Minor in Psychology*

August 2021 - August 2024

CLINICAL & VOLUNTEER EXPERIENCE

THRIVE Lifeline | Remote - *Certified Crisis & Suicide Interventionist Responder*

April 2022 - March 2025

- Navigated crises of the human experience with **2–10 clients per shift** through **active empathetic listening, collaborative problem-solving**, as well as affirming & validating their experiences
- Evaluated the crisis risk potential of each client & developed a **tailored safety plan** for the client accordingly, reducing **client escalation by 80-90%**
- Established **rappport** with individuals across **diverse racial, cultural, socio-economic, neurodiverse, & gender identities**, adapting communication for **accessibility & inclusion**
- Conducted rapid **needs & risk assessments**, prioritizing urgent cases & ensuring appropriate referrals to other helplines & **tailored resource recommendations**
- Managed **multiple simultaneous conversations** while maintaining clarity, empathy, & accuracy under **high-pressure conditions**
- **Mentored interns**, improving the **onboarding experience** & raising **training completion rates**
- Maintained compliance with strict **ethical & confidentiality standards**, ensuring **zero protocol violations**
- Pursued **continuous learning** through webinars & conferences, applying new approaches to enhance **client support**
- Analyzed **conversation data trends** from client interactions to reveal recurring **user challenges**, presenting insights that informed **service improvements**
- Proposed & implemented **resource library updates** to include more diverse helplines, expanding **accessibility for marginalized users** & applying **equity-centered design thinking**
- Collaborated with staff for addressing high-risk clients in crisis to develop safety plans & implement **enhanced intervention protocols**, documenting changes & sharing updates to ensure consistency
- Contributed **400+ volunteer hours** delivering **high-quality crisis support** to a **diverse, global client base**

Crabapple Family Medicine | In-Person - *Full-Time Seasonal Medical Assistant*

May 2022 - August 2022

- Facilitated **patient flow** by streamlining patient **check-in & check-out procedures** for **8+ patients daily**
- **Engaged patients in intake conversations** regarding their medical history, vitals, & symptoms to ensure accurate provider assessments & continuity of care
- Maintained **HIPAA compliance** & protected sensitive patient information, adapting communication practices to **preserve privacy**
- Charted patient vitals, medical history, & symptoms into **AthenaOne EMR system** with **high accuracy**, enhancing **information flow** between providers
- Assisted in procedures (vitals, phlebotomy, vaccinations, diagnostics) while maintaining **OSHA compliance** & consistent workflows

- Actively communicated **patient intake information & status** with medical staff, reducing **patient wait times** & improving **team collaboration**
- Shadowed physicians & **contributed observations** during rounds, practicing **qualitative data gathering** in a **fast-paced setting**
- Proposed **workflow improvements** during peak hours; piloted changes, gathered staff feedback, & iterated for smoother operations, leading to better staff efficiency & patient satisfaction
- Advocated for variations of **patient-facing communication materials** to improve **accessibility** & understanding across **diverse populations**
- Streamlined the **patient journey** for **300+ patients** by improving **check-in/check-out workflows** & reducing **bottlenecks**

UX/UI & WEB DESIGN PROJECTS

- **Responsive Survey Form:** Built with HTML/CSS, applying accessibility standards for form labels, clear error messaging, & responsive layout
- **Tribute Page:** Developed a tribute website emphasizing layout balance, content structure, & semantic HTML for screen reader accessibility
- **Landing Page Redesign:** Created a marketing landing page applying responsive design principles, optimizing for readability & user flow
- **Portfolio Mockup Site:** Designed and coded a personal portfolio prototype, experimenting with visual hierarchy, animations, typography, usability principles, & UI design

CERTIFICATIONS

- Springboard **UX Design Curriculum** (2025)
- FutureLearn **Digital Skills: User Experience** (2025)
- FreeCodeCamp **Responsive Web Design** – In Progress (2025)
- National Council for Mental Wellbeing **Adult Mental Health First Aid Certification** (2024)
- THRIVE Lifeline **Crisis & Suicide Intervention** (2022)

SKILLS

- **Technical Tools:** HTML5, CSS3, Microsoft Office Suite, Visual Studio Code, Google Workspace, Chrome DevTools, GitHub/Pages, Figma, Adobe Creative Suite (XD, InDesign, Illustrator, Dreamweaver, Photoshop, etc.), Wix, WordPress, Webflow, Framer, Squarespace, Canva, Capcut, Vimeo, AthenaOne EMR system
- **Design Skills:** Wireframing, Prototyping, Usability Testing, Accessibility Design, Information Architecture, Interaction Design, Responsive Web Design, Equity-Centered Design Thinking
- **Analysis & Management:** Data Collection, Statistical Analysis, Critical Thinking, Process Optimization, Strategic Planning, Cross-Functional Collaboration, Conflict Mediation, Prioritization & Time Management
- **Interpersonal Skills:** Client Relationship Management, Client-Centered Approach, Active Empathetic Listening, Cultural Sensitivity, Cultural Competency

AWARDS

- **Summer 2022 Dean's List & Spring 2022 Dean's List**, GSU (September 2022, May 2022) - Recognized for academic excellence with a semester GPA of 3.5+
- **HOPE Scholarship Award**, Georgia Student Finance Commission (2021-2024) - Awarded for academic achievement (GPA 3.0+); maintained eligibility throughout undergraduate studies