

# Lauren Milner

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## Work Experience

### Phase2 | 2023-Current

#### Associate UX Designer

- Obtained a public trust clearance.
- Worked as a UX contractor for a federal government client.
- Created accessibility personas for internal and external use.
- Conducted in-person and virtual usability tests and presented findings to stakeholders.
- Assisted in creating a design system for a federal government product.
- Developed UX success metrics and leveraged analytics to track and evaluate user experience outcomes.

### US Department of Homeland Security | 2022-2023

#### Office of Public Affairs Intern: Web Operations & User Experience

- Obtained a public trust clearance.
- Received national recognition for the UX research conducted on DHS.gov.
- Evaluated the user experience of the DHS.gov website and microsites for overall improvement and presented findings to stakeholders.
- Led employee training on software such as Drupal and Google Analytics.
- Developed research roadmaps that further helped the mission of the organization.
- Provided monthly reports on DHS.gov website analytics.
- Presented user-experience analysis results to the department director.
- Consulted with supervisors, designers, project managers, and engineers throughout the organization to analyze their needs and propose new methods of improvement for the department.

### Mercer University IT Department | 2022

#### IT Marketing Communications Assistant

- Maintained and updated the IT website using Adobe Dreamweaver.
- Managed the IT social media channels including their Instagram, Twitter, and Facebook accounts.
- Completed help desk tickets regarding the IT website.
- Redesigned digital and print IT infographics to be more user-friendly.
- Trained new employees.

### Georgia Humanities | 2019-2021

#### Business Operations Intern

- Collaborated with project managers and website managers to maintain website.
- Curated and recorded literature inventory into filing system.
- Served as the assistant to the VP of Finance and Operations.
- Entered financial data into QuickBooks and Microsoft Excel as directed.
- Managed day-to-day office duties as assigned.

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## Education

### Mercer University B.S. in Human-Centered Information Design and Technology

- Usability Concentration
- Business Administration Minor
- Phi Eta Sigma Honor Society
- Georgia HOPE Scholarship Recipient

### Mercer University M.S. in Technical Communication Management

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## Skills

- Instructional Design
- UX Design
- UX Research
- UI Design
- Graphic Design
- HTML and CSS
- Microsoft Office Suite
- Project Management
- Prototyping
- Technical Writing
- Wireframing

## Tools

- Adobe Creative Suite
- Adobe XD
- Articulate
- Axure
- Drupal
- Microsoft Excel
- Figma
- Google Analytics
- Jira
- Miro
- Sketch

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**Portfolio** <https://www.lmilner.com/>