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LAUREN MILNER

EMPLOYMENT HISTORY

UX DESIGNER   2023 - Present
Phase 2

- Obtained a public trust clearance.
- Worked as a UX contractor for a mission-critical federal government contract.
- Redesigned a user interface component, resulting in a 70% reduction in support tickets, minimizing recurring user issues and reducing maintenance overhead.
- Created accessibility personas for internal and external use.
- Conducted in-person and virtual usability tests and presented findings to stakeholders, resulting in a 30% increase in task completion rate.
- Assisted in converting a design system from Axure to Figma for a federal government product.
- Developed UX success metrics and leveraged analytics to track and evaluate user experience outcomes.

OFFICE OF PUBLIC AFFAIRS INTERN: WEB OPERATIONS & USER EXPERIENCE   2022 - 2023
US Department of Homeland Security

- 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 the 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.

IT MARKETING COMMUNICATIONS ASSISTANT   2022
Mercer University IT Department

- 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.

BUSINESS OPERATIONS INTERN   2019 - 2021
Georgia Humanities

- Collaborated with project managers and website managers to maintain the website.
- Curated and recorded literature inventory into a filing system.
- Served as the assistant to the VP of Finance and Operations.

EDUCATION

B.S. IN HUMAN-CENTERED INFORMATION DESIGN AND TECHNOLOGY
Mercer University

M.S. IN TECHNICAL COMMUNICATION MANAGEMENT
Mercer University

SKILLS

UX Design, UX Research, UI Design, HTML and CSS, Adobe Creative Suite, Adobe XD, Axure, Figma.

LINKS

Portfolio: www.lmilner.com.