

LAUREN MILNER

User Experience | Product Designer

EMPLOYMENT HISTORY

UX DESIGNER

Nov 2023 – Present

Phase 2

- ◆ Obtained a public trust clearance.
- ◆ Worked as a UX contractor for a mission-critical federal government platform that services over 8 million people.
- ◆ Redesigned a user interface component, resulting in a 70% reduction in support tickets, minimizing recurring user issues, and reducing maintenance overhead.
- ◆ Ensured Section 508 and WCAG 2.1/2.2 compliance in all UI designs and design system components through audits, testing with assistive technologies, and collaboration with developers.
- ◆ 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.
- ◆ Collaborated with a cross-functional team including product managers, developers, designers, and content managers to align on user needs and deliver intuitive interfaces.

USER EXPERIENCE DESIGN INTERN

May 2022 – May 2023

US Department of Homeland Security

- ◆ Obtained a public trust clearance.
- ◆ Increased user satisfaction for DHS microsites by 26%.
- ◆ 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.
- ◆ Provided monthly reports on website analytics for DHS.gov.
- ◆ 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

Feb 2022 – May 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

May 2019 – Aug 2021

Georgia Humanities

- ◆ Collaborated with project managers and website managers to maintain the website.
- ◆ 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, Adobe Creative Suite, Adobe XD, Axure, Figma, HTML, AI & Emerging Technologies

LINKS

Portfolio: www.lmilner.com