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LAUREN MILNER

User Experience | Product Designer

UX Designer with a public trust clearance and a focus on accessible, research-driven design for federal government platforms.

EMPLOYMENT HISTORY

UX DESIGNER **Nov 2023 – Present**
Phase 2

- Obtained an active public trust clearance.
- Worked as a UX designer on a mission-critical federal platform serving 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 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 that cut styling inconsistencies by 50%.
- 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

- 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.
- 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

- Redesigned and maintained the IT department website, improving usability and navigation for a user base of 9,000+ students.
- Managed content strategy across social media channels (Instagram, Twitter, Facebook), tailoring messaging to improve user engagement and comprehension.

INTERN, WEBSITE DESIGN TEAM **May 2019 – Aug 2021**
Georgia Humanities

- Collaborated cross-functionally with project managers and website managers to maintain site content that served over 2.2 million yearly users and improve the user experience of organizational web pages.

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

PORTFOLIO

Portfolio: *lmilner.com*