

PHILIP JEAN-PIERRE

Senior UX Strategist | Federal & Enterprise Product Design, Accessibility (Section 508/WCAG)
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EXECUTIVE SUMMARY

Senior UX strategist with 10+ years leading research-informed product design across federal, financial services, cybersecurity, and enterprise environments. Approaches ambiguous, stakeholder-heavy problems by prioritizing trust and long-term usability over fast feature delivery, using discovery research, service design, journey mapping, prototyping, usability testing, and accessibility governance to turn that direction into shipped product, backed by design systems work that cut developer clarification requests 40% across 8 product teams.

CAREER HIGHLIGHTS

- Led UX strategy for SSA's mobile transformation across 25+ product lines, running structured discovery research (hypotheses, methodology, synthesis) that shaped trust, accessibility, security, and delivery decisions before they hardened.
- Led zero-to-one UX for the U.S. Dept. of Education's English Learner Family Toolkit, turning four static PDFs into a secure, multilingual mobile app for underserved English-learner families. Owned the proof of concept, user testing, wireframes, and developer handoff. It shipped. The app is live today on the App Store and Google Play in four languages, built on the design system and visual assets I created.
- Designed high-stakes experiences where Section 508 and WCAG compliance were product requirements, not features: SSA wage-reporting MFA, CFPB complaint submission, NSF dashboard modernization, Capital One credit onboarding, and federal public-service platforms.
- Led design, strategy, and information architecture for DCCourts.gov and the WHO Regional Office for Africa site, from stakeholder research through IA, wireframes, and high-fidelity design. Both shipped to production. Both still run today on the structure and layout I built.

PROFESSIONAL EXPERIENCE

Senior UX Designer / Researcher / Strategist | Leidos | Client: Social Security Administration **May 2022 - Jan 2026**

- Reversed SSA's assumption that beneficiaries didn't need dedicated mobile infrastructure, proving through research that underserved, threatened, and vulnerable populations required a native app over a responsive website, then led that mobile-first strategy across 25+ product lines.
- Modernized a 10-year-old wage-reporting system by introducing MFA for the first time, without the user drop-off compliance teams feared. Research found users didn't resist MFA itself, they resisted an unexplained institutional mandate, so reframed the flow around personal benefit rather than compliance, with plain language, deliberate step-by-step awareness, and always-visible recovery paths for users who dropped off mid-process. Won over stakeholders skeptical of adding friction to a system that had run without MFA for a decade.
- Introduced Severity x Confidence scoring to prioritize design system risk, governing a 100+ component token-driven library adopted by 8-12 product teams working across 60+ federal applications.
- Cut developer clarification requests 40% by giving engineering a shared component standard, replacing ad hoc design review that had grown unsustainable as teams took on multiple applications each.

Senior UX/UI Designer | Lynker Technologies | Client: National Science Foundation **Dec 2019 - May 2022**

- Translated research findings into a USWDS-based, Section 508-compliant design system, then redesigned a research workflow users found frustrating by cutting friction points, closing ambiguous gaps, and making deliberate trade-off calls on what to fix versus accept.
- Mapped complex data flows and legacy workflow constraints to identify where friction blocked evidence-based decisions, preserving trust and familiar interaction patterns through modernization.
- Turned findings into annotated wireframes, high-fidelity Figma prototypes, reusable component libraries, and UAT-ready specifications, in use since 2022. Combined that research with dashboard and UX trends of the period to pitch and win stakeholder and executive buy-in for the modernization roadmap, replacing guesswork with evidence-based direction.
- Formalized Section 508 and WCAG 2.1 governance for the NSF dashboard, bringing the product in line with organizational compliance standards not being consistently applied there, and instituting testing, verification, and pre-launch QA cycles for accessible data visualization covering color encoding, chart selection, hierarchy, and interactive behavior.

Senior UX/UI Designer | Manhattan Strategy Group | Clients: VA, Dept. of Labor, Dept. of Education, HHS **Nov 2018 - Oct 2019**

- Designed elements of internal and independent websites across VA and Dept. of Labor, including NVTAC.org, giving veterans transitioning to civilian life direct access to health, safety, employment, and grant resources.
- Led a zero-to-one initiative for the Dept. of Education, replacing static, hard-to-navigate PDFs, difficult for non-native-English-speaking parents to search or find in their language, with a mobile app letting users filter directly to the information they needed. Expanded ED's reach beyond parents to teachers and administrators, with an RSS feed into ED's own

communications and library resources for ongoing transparency.

- Adapted the existing design system to Drupal, building IA standards to government compliance requirements across Dept. of Education and HHS properties, including ED's Education Innovation and Research grants site and HHS's NCFY clearinghouse, with standards from each build carried forward and applied retroactively to prior sites.

Senior UX Designer | Consumer Financial Protection Bureau **Feb 2017 - Jan 2018**

- Diagnosed taxonomy mismatches driving misclassified and misrouted complaints, improving response time for consumers facing financial disputes, and identified where confusing terminology and unclear instructions were burdening support staff and driving users toward phone and in-person channels instead of the web portal.
- Redesigned the complaint portal with progressive disclosure, inline validation, and contextual help grounded in observed behavior, improving findability and comprehension in a process users found intimidating, in support of CFPB's broader modernization goal of shifting consumers from phone and in-person reporting to digital self-service.

Senior UX Designer | Insomniac Design | Clients: DC Courts, WHO-Africa **Sept 2016 - Feb 2017**

- Led strategy and research for DCCourts.gov and the WHO Regional Office for Africa site, building the information architecture and wireframes behind both modernizations through stakeholder interviews, contextual inquiry, and usability testing, then directed a junior designer's high-fidelity visual design against that research and QA'd the engineering team's build. Both sites shipped to production and remain live today, still running the information architecture I built.

Lead UX Designer | Independent Consultant | Client: Applied Predictive Technologies / Mastercard **Aug 2016 - Oct 2016**

- Evaluated the end-to-end Test & Learn experience and translated usability findings into a modernization roadmap, reducing the effort required to configure experiments, improving the clarity of analytical findings, and helping business teams move faster from testing to confident investment and scaling decisions.
- Improved the careers platform's information architecture and end-to-end workflows as part of post-acquisition modernization, increasing findability of open roles, reducing friction in job publishing, and supporting stronger internal career mobility and talent retention.

UX Designer | Yoh Services LLC | Client: Capital One **May 2016 - Oct 2016**

- Helped transform a high-friction secured credit card application into a clearer, more inclusive, trust-centered onboarding experience for underbanked and credit-damaged users, converting research into a 31-screen prototype with contextual trust signals, simplified form sequencing, dual bank-linking paths, and missed-payment recovery guidance.

UX Designer | WeddingWire **Jan 2016 - May 2016**

- Helped modernize WeddingWire into a more intuitive, marketplace-driven wedding-planning experience, redesigning wireframes, prototypes, task flows, and responsive specifications to improve vendor discovery and support couples through the full planning process, in close partnership with product and engineering across Agile delivery cycles.

Senior UX Designer | Endgame **Jan 2015 - Jan 2016**

- Contributed to a team improving the usability of complex cybersecurity products, translating technical and security requirements into clear analyst workflows through user flows, wireframes, prototypes, and high-fidelity mockups, balancing security constraints with engineering feasibility.

EDUCATION / CERTIFICATIONS

Archbishop Carroll H.S., Washington, DC, 1992 | Google UX Design Certification - Coursera/Google, 2025 | Gestalt Psychology and Web Design - Interaction Design Foundation, 2025 | Artificial Intelligence in the UX Design Process - LinkedIn Learning, 2025 | Drupal 8 Design and Development Essentials - LinkedIn Learning, 2020 | Google Analytics & Application - LinkedIn Learning, 2018