Philip Jean-Pierre

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PROFESSIONAL SUMMARY

Experienced UX researcher and designer with 20+ years driving user-centered digital innovation across financial services, fintech, B2B enterprise platforms, and regulated federal environments. Proven leader in large-scale digital modernization — transforming legacy government portals and enterprise analytics tools into accessible, mobile-first experiences used by millions of Americans and business users alike. Expert at applying human-centered design principles to streamline complex user flows, optimize B2B workflows, and translate regulatory and compliance requirements into clear, intuitive digital experiences. Demonstrated leadership in Agile/Scrum teams using Figma, Adobe Creative Suite, AxureRP, and InVision, with foundational HTML/CSS skills. Deep proficiency in WCAG 2.1 and Section 508 compliance with a mobile-first approach optimized for iOS and Android ecosystems.

CORE SKILLS & TOOLS

Design & Prototyping: Figma (auto-layout, components, prototyping, design systems), Adobe Creative Suite, Sketch, InVision, AxureRP, Balsamiq

Design Systems: Component libraries, design tokens, pattern libraries, cross-team governance

Financial & Fintech UX: Digital banking flows, credit card UX, account onboarding, payments/transfers, loan applications, financial disclosures, fraud prevention UI, agent-facing tools, Tableau dashboard design for financial reporting and performance analytics

B2B & Enterprise UX: Analytics platform design, data workflow optimization, executive dashboards, stakeholder reporting tools, enterprise SaaS UX

Modernization & Legacy Migration: Legacy-to-modern UX transformation, mobile app redesign, portal modernization, design system uplift, cross-platform migration

Research & Strategy: User Interviews, Personas, Journey Maps, User Stories, Usability Testing, Google Analytics, Design Thinking, Double Diamond, UCD

Compliance & Accessibility: Section 508, ADA Standards, WCAG 2.1, financial regulatory UX (disclosures, fraud prevention, clarity in financial UI)

Collaboration: JIRA, Confluence, Agile/Scrum, executive presentations, stakeholder workshops

Content Strategy & IA: Wireframes, Storyboarding, Information Architecture, Content Audits

PROFESSIONAL EXPERIENCE

Leidos | Client: Social Security Administration — *Senior UX Designer   May 2022 – Jan 2026*

Led UX strategy for one of the federal government's most consequential digital modernization programs — the SSA's enterprise mobile transformation — applying Design Thinking and Double Diamond methodology to reimagine how millions of Americans apply for benefits, manage their accounts, and complete critical transactions across 25+ product lines.

Benefits Application Flows:
- Redesigned end-to-end benefits application flows — including retirement, disability (SSDI), and survivor benefit submissions — replacing legacy desktop-only forms with streamlined, mobile-optimized experiences that reduced application complexity and guided users through multi-step processes with clear progress indicators and contextual help.
- Conducted task analysis and usability testing with diverse SSA user populations — including elderly, disabled, and low-literacy applicants — to identify critical drop-off points and redesign interaction models that reduced form abandonment and error rates in high-stakes submission flows.
- Collaborated with policy and compliance teams to surface required regulatory language and eligibility criteria within application flows in ways that were legally compliant, plain-language, and accessible.

My Social Security Account Portal:
- Drove UX strategy for the modernization of the My Social Security self-service portal — transforming a legacy, form-heavy interface into a modern, task-oriented dashboard enabling beneficiaries to view payment history, update direct deposit information, manage contact details, and access benefit verification letters.

- Designed the portal's primary beneficiary dashboard — establishing a clear information hierarchy that surfaced the most critical account data (benefit status, next payment date, and direct deposit details) in a scannable, card-based layout that significantly reduced time-on-task for returning users and decreased reliance on in-person office visits for routine account management.
- Developed data visualization standards and reusable chart components for the portal — including payment history timelines, benefit amount trend charts, and earnings record visualizations — ensuring complex financial data was presented in accessible, WCAG 2.1-compliant formats that were interpretable by low-literacy and aging user populations.
- Applied progressive disclosure patterns to manage dashboard information density — surfacing summary-level metrics at the top level while providing clear pathways to detailed data views, balancing the needs of casual account checkers with power users requiring access to full transaction and benefit history.
- Led user research, journey mapping, and iterative prototype testing to define new information architecture and navigation patterns — improving task completion rates and reducing reliance on in-person SSA office visits for routine account management.
- Partnered with engineering and security teams to design authentication and identity verification flows that balanced federal security requirements with usability — ensuring fraud prevention measures did not create undue barriers for legitimate users.

Mobile App Redesign:
- Spearheaded the UX redesign of SSA's native mobile application for iOS and Android — establishing mobile-first design principles, gesture-based interaction patterns, and a scalable Figma component library that accelerated sprint delivery by ~30% and ensured design-engineering alignment across 6+ cross-functional teams.
- Defined responsive and adaptive UI patterns that unified the mobile app experience with web portal counterparts — creating a consistent cross-platform interaction model meeting WCAG 2.1 and Section 508 requirements across all screen sizes and assistive technologies.
- Developed executive-level design strategy presentations and phased roadmaps to align SSA leadership, product managers, and technical stakeholders on mobile modernization priorities and delivery milestones.

Lynker Technologies — *UX/UI Designer   Dec 2019 – May 2022*
Supported UX design and data visualization modernization for federal science and regulatory agencies, focusing on transforming complex, data-dense internal tools into intuitive, accessible dashboards that empowered agency staff to derive actionable insights from large and varied data sets.

Data Visualization & Dashboard Design:
- Applied Design Thinking principles to lead end-to-end UX discovery for internal analytics dashboard projects — facilitating stakeholder interviews and workflow mapping sessions to translate complex agency data needs into intuitive visual interfaces.
- Architected reusable Figma component libraries for data visualization modules — including charts, filters, data tables, summary cards, and drill-down interaction patterns — that standardized dashboard UI across multiple workstreams and enabled faster, more consistent feature iteration.
- Designed accessible, responsive dashboard layouts that balanced information density with clarity — ensuring complex data sets were presented in scannable, hierarchically organized views that reduced cognitive overload and supported faster decision-making by non-technical agency users.
- Collaborated closely with data engineers and front-end developers to define API-informed interaction specs — aligning data structure with UX patterns and ensuring visualizations accurately represented underlying data without sacrificing usability.
- Documented accessible data visualization standards (WCAG 2.1/Section 508) covering color encoding, chart type selection, and interactive state behavior to ensure dashboards met federal accessibility requirements across the full product portfolio.
- Leveraged Tableau and Figma to prototype and communicate data visualization concepts for agency dashboard projects — translating complex federal data sets into clear, interactive visual narratives that informed both stakeholder alignment and developer implementation, bridging the gap between UX design intent and data-driven output.
- Partnered closely with front-end developers and data engineers throughout the dashboard design lifecycle — co-developing interaction specifications, participating in technical reviews, and iterating on Figma and Tableau prototypes in response to API constraints and data model requirements, ensuring design solutions were both user-centered and technically executable at delivery.

Manhattan Strategy Group — *UX/UI Designer   Nov 2018 – Oct 2019*

Architected multimodal digital platforms for multiple federal agencies — leveraging UCD and Design Thinking to deliver accessible, scalable, data-informed solutions across web and mobile. Championed UX best practices across cross-functional teams within the Departments of Education, Health and Human Services, and Treasury — ensuring design consistency, compliance (Section 508/WCAG), and alignment with agency-specific regulatory and user needs.

Data Visualization & Dashboard Design:
- Designed executive-facing and operational dashboards for federal clients — translating complex program performance data, compliance metrics, and reporting requirements into clear, hierarchically organized visual interfaces that empowered agency leadership to make faster, data-informed decisions.
- Developed reusable data visualization components — including KPI summary cards, trend line charts, comparative bar charts, and filterable data tables — that standardized reporting UI across agency workstreams and reduced redundant design effort across projects.
- Established federal-compliant data visualization standards covering accessible color palettes, chart type selection criteria, and responsive data display patterns — ensuring dashboards met Section 508 and WCAG 2.1 requirements for diverse agency user populations including users with visual impairments.
- Collaborated with agency data teams to map underlying data structures to dashboard interaction models — ensuring that filter logic, drill-down behaviors, and summary-to-detail navigation patterns accurately reflected available data and supported agency-defined reporting workflows.

Consumer Financial Protection Bureau (CFPB) — *UX Designer   Feb 2017 – Jan 2018*

Played a central role in the modernization of ConsumerFinance.gov and its integrated consumer-facing tools — transforming a policy-driven government website into an accessible, user-first digital platform serving millions of Americans navigating complex financial decisions.

ConsumerFinance.gov Redesign:
- Led information architecture overhaul — conducting content audits, card sorting, and tree testing to restructure the site's taxonomy and navigation, making complex regulatory and financial content discoverable for diverse consumer audiences including first-time borrowers, seniors, and financially vulnerable populations.
- Delivered persona development, sitemaps, and wireframes that directly informed content strategy and navigation redesign — resulting in measurable gains in user engagement, content discoverability, and task completion rates across the platform.
- Collaborated with Product, Policy, Legal, and Technology teams within Agile sprint cycles to ensure regulatory language and mandatory financial disclosures were surfaced clearly without sacrificing usability or plain-language accessibility.

Consumer Complaint Portal:
- Redesigned the consumer complaint submission portal — one of the CFPB's highest-traffic, mission-critical tools — applying iterative usability testing and task analysis to streamline the multi-step complaint flow and reduce abandonment rates across financial product categories including credit cards, mortgages, student loans, and debt collection.
- Redesigned form architecture and field-level interaction patterns using progressive disclosure, inline validation, and contextual help text to reduce submission errors and improve data quality for CFPB enforcement workflows.
- Established UX standards for presenting regulatory content — disclosures, legal definitions, and required warnings — in contextually relevant, accessible, and consistent patterns directly applicable to regulated financial environments such as banking and credit union platforms.

Insomniac Design, Inc. — *Senior UX Designer   Sept 2016 – Feb 2017*

Embedded within a specialized design consultancy delivering end-to-end UX solutions for federal and government clients — operating across the full design lifecycle from discovery and research through high-fidelity delivery and developer handoff, within fast-moving Agile sprint environments.

Human-Centered Design for Federal Clients:
- Applied human-centered design (HCD) methodology to uncover the real needs of government end users — conducting contextual inquiry, stakeholder interviews, and task analysis to ground design decisions in

actual user behavior rather than assumptions, producing personas and journey maps that shaped product direction across engagements.

- Designed and delivered accessible, Section 508/WCAG 2.1-compliant digital experiences for government platforms — ensuring inclusivity across diverse user populations including individuals with disabilities, low-literacy users, and those accessing services on low-bandwidth or assistive technology devices.

Modernization & UX Delivery:
- Led UX modernization efforts for legacy government digital products — auditing existing interfaces through heuristic evaluations to identify structural usability failures, then delivering wireframes, interaction specs, and high-fidelity prototypes that replaced outdated patterns with modern, task-efficient flows aligned to current federal UX standards.
- Produced complete, developer-ready UX deliverable packages — including annotated wireframes, responsive UI specifications, interaction flow diagrams, and design system documentation — that enabled smooth design-to-development handoff within compressed Agile sprint cycles.
- Ensured all deliverables met agency-specific brand guidelines and design system standards, contributing reusable UI components and documented patterns to shared component libraries that reduced redundancy across project teams and accelerated delivery velocity.

Applied Predictive Technologies (a Mastercard Company) — *UX Designer   Aug 2016 – Oct 2016*

Engaged to redesign the APT analytics platform — a sophisticated B2B financial services product used by enterprise clients to run controlled experiments and measure the impact of business decisions on revenue performance. Applied human-centered design principles to transform a data-dense, technically complex tool into an intuitive, business-user-friendly experience without sacrificing analytical depth.

Analytics Platform UI Redesign:
- Conducted a comprehensive UX audit of the existing APT platform — evaluating information architecture, visual hierarchy, and interaction patterns against B2B user needs and business success metrics, producing a prioritized findings report that informed the redesign roadmap.
- Redesigned the platform's core interface to reduce cognitive load for enterprise users — applying clear visual hierarchy, progressive disclosure of complex analytical options, and consistent UI patterns that allowed business users to navigate sophisticated data workflows without requiring deep technical expertise.
- Delivered high-fidelity UI designs and interactive prototypes that modernized the platform's visual language while maintaining brand alignment with Mastercard's enterprise design standards — improving perceived credibility and usability scores with B2B stakeholders.

User Flow Optimization for Data Workflows:
- Mapped end-to-end user flows for the platform's core analytical workflows — including experiment setup, test group configuration, results analysis, and report generation — identifying friction points where complex data inputs created drop-off or errors, then redesigning those flows to streamline decision-making steps and reduce time-on-task.
- Applied UCD principles to restructure the experiment-to-insight workflow — introducing guided setup patterns, contextual tooltips, and inline data validation that reduced onboarding friction for new enterprise users and improved workflow completion rates across the B2B user base.
- Collaborated with product managers and data engineers to align redesigned user flows with underlying data architecture constraints — ensuring the improved UX was technically feasible and could be implemented within the platform's existing B2B infrastructure.

Capital One — *UX Product Designer   Aug 2014* – Oct 2014

Designed human-centered digital banking experiences across Capital One's consumer and internal product portfolio — applying UCD methodology, data-driven testing, and iterative prototyping to optimize high-impact flows for credit card customers, new account applicants, and internal servicing agents.

Credit Card UX:
- Designed and iterated on core credit card management experiences — including account overview dashboards, transaction history views, payment scheduling, credit limit management, and rewards redemption flows — applying task analysis and usability testing to reduce friction in the most frequently used customer journeys.
- Developed interaction models for credit card alert and notification flows — ensuring time-sensitive information such as payment due dates, fraud alerts, and spending threshold warnings were surfaced

clearly and accessibly across mobile and web surfaces, directly supporting fraud prevention and financial clarity goals.
- Collaborated with data and analytics teams to incorporate behavioral usage data into design iterations — using real customer interaction patterns to validate design hypotheses and drive measurable improvements in task completion rates and customer satisfaction scores.

Onboarding & Account Opening:
- Redesigned the end-to-end credit card application and account opening flow — applying human-centered design principles to simplify a multi-step regulatory and data-collection process into a clear, guided experience with transparent progress indicators, plain-language disclosures, and real-time inline validation that reduced application abandonment rates.
- Conducted usability testing with prospective cardholders across demographic segments to identify comprehension gaps in disclosure language and form field instructions — translating findings into redesigned copy patterns and interaction models that improved first-attempt completion rates and reduced inbound support contacts related to application confusion.
- Designed mobile-first onboarding experiences optimized for iOS and Android — ensuring the account opening flow met accessibility standards and delivered a consistent, high-quality experience across device types and screen sizes.

Internal Tools & Agent-Facing UX:
- Designed and modernized agent-facing servicing tools used by Capital One's customer service representatives — applying HCD research methods including contextual inquiry and workflow shadowing to deeply understand agent tasks before redesigning interfaces that reduced screen-switching, surfaced relevant customer data faster, and shortened average handle time on common service interactions.
- Developed information architecture and interaction patterns for internal dashboards that presented complex customer account data — credit history, transaction flags, case notes, and account status — in hierarchically organized, scannable layouts that enabled agents to quickly assess situations and take action without navigating multiple legacy systems.
- Partnered with compliance and risk teams to ensure agent-facing tools incorporated required regulatory guardrails and audit trail mechanisms into the UX — designing disclosure confirmation flows and data access patterns that met internal governance standards without degrading agent workflow efficiency.

Additional UX Design & Strategy Roles   *2005 – 2016*

WeddingWire, Endgame, BAM Technologies, CONSTRAT, IBM/Serco, Dept. of State, MITRE Corporation, Sodexo
- Spearheaded end-to-end UX strategy across fintech, edtech, CivicTech, and enterprise SaaS — applying Design Thinking and UCD principles within Agile environments to drive scalable digital solutions.
- Leveraged mixed-method research (usability testing, stakeholder interviews, analytics) to inform interaction models and component-level design decisions, resulting in measurable improvements in task efficiency, user satisfaction (CSAT), and stakeholder alignment.

SELECTED PROJECTS | VISUAL PORTFOLIO: DRIBBBLE.COM/PHILIPJP

Project Starjammer | https://projectstarjammer.me/
Ran a full-lifecycle UX design for Starjammer, a real-time multi-platform satellite tracking system serving six distinct audience segments — from JAXA aerospace researchers and defense operators to educators, amateur astronomers, and the general public. Applied UX methodology across a 4-week mixed-methods research sprint: stakeholder interviews, heuristic evaluation, competitor analysis, card sorting, and 12 fully-realised persona deep-dives with journey maps and design opportunity mapping. Identified five critical UX failures — and delivered targeted architectural solutions including persona-aware onboarding (Tonight, Pro, Classroom, Family modes), a Satellite Story Card sharing system, and a contextual AI Mission Assistant. All thanks in part to integrating AI as a deliberate design accelerator throughout: compressing qualitative synthesis timelines, generating high-fidelity orbital UI imagery, drafting 100+ UI strings at scale, and producing thorough engineering handoff documentation. Delivered the Yamoto 6.1 design system — a token-driven, WCAG 2.2 AA-compliant component library across desktop, tablet, and mobile — on an accelerated schedule.

Social Security Administration Mobile Strategy | Leidos
Led UX strategy for SSA enterprise mobile transformation — redesigning benefits application flows, the My Social Security account portal, and the native mobile app across 25+ product lines serving millions of Americans.

Developed and maintained a scalable Figma mobile component library to ensure cross-platform design consistency and accelerate sprint delivery. Note: Strategic and research collateral available upon request (NDA).

DC Courts Website Redesign

Redesigned the public-facing website to improve navigation, usability, and mobile responsiveness with accessible, research-backed wireframes and prototypes. www.dccourts.gov

World Health Organization (Africa Region)

Collaborated on the redesign of WHO's regional portal with a focus on multilingual usability, mobile optimization, and information architecture. www.afro.who.int

National Science Foundation — Analytics Dashboard

Supported dashboard development for NSF's internal analytics platform. Architected a reusable component library to standardize data visualization modules, filters, and interactive UI elements — enabling faster iteration and consistency across dashboard views. Note: Collateral available upon request (NDA).

Department of Education — Family Toolkit Mobile App (Proof of Concept)

Developed a high-fidelity prototype of a resource navigation tool for families, emphasizing usability, clarity, and accessibility.

APT (a Mastercard Company)

Redesigned the B2B analytics platform UI and optimized data workflows for enterprise clients — improving usability metrics and stakeholder alignment across the APT product. mastercardservices.com/en

EDUCATION & CERTIFICATIONS

- Google UX Design Certification — 2025 — Coursera/Google
- Gestalt Psychology and Web Design — 2025 — Interaction Design Foundation (IxDF)
- Artificial Intelligence in the UX Design Process — 2025 — LinkedIn Learning
- Drupal 8: Design and Development Essentials — 2019 — LinkedIn Learning
- Google Analytics & Application — 2018 — LinkedIn Learning
- Archbishop Carroll High School — Graduated May 1992