

Philip Jean-Pierre

Senior UX Strategist · Designer · Researcher

Human-Centered UX Strategist | Design Systems • Research Ops • Inclusive Design Advocate

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Senior UX professional with 10+ years in front-end design and 10+ years in UX, modernizing government, financial services and enterprise platforms for complex, high-stakes workflows. I combine research, design systems, accessibility, and AI-integrated workflows to simplify legacy systems and deliver measurable product outcomes. My practice combines rigorous research, design system discipline, and AI-integrated workflows to deliver work that transforms complex, legacy systems into intuitive experiences people actually want to use.

Core Capabilities

UX Strategy & Leadership	AI-Integrated Design	Accessibility & Compliance
25+ product lines · 0-to-1 design · Roadmap alignment · Stakeholder facilitation	AI workflow integration · Conversational UI · Research synthesis · Trust architecture	Section 508 · WCAG 2.2 AA · USWDS · Design systems governance

PROFESSIONAL EXPERIENCE

Senior UX Designer | Leidos (Client: Social Security Administration) | May 2022 — Jan 2026

Led UX strategy for SSA enterprise mobile transformation serving millions of Americans across 25+ product lines. Owned redesign direction for benefits applications, My Social Security, and native iOS/Android experiences, translating legacy desktop forms into streamlined mobile workflows.

Partnered with product and engineering to ship reusable components that improved design-engineering alignment and accelerated sprint delivery by about 30%.

- Developed enterprise-scale design system with token-driven architecture supporting 25+ product lines, enabling rapid iteration and accessibility compliance across distributed teams.

UX/UI Designer | Lynker Technologies | Dec 2019 — May 2022

Led UX design and data visualization modernization for federal science and regulatory agencies, translating dense internal tools into clear dashboards. Conducted stakeholder interviews and workflow mapping, then established reusable Figma libraries that standardized dashboard patterns across multiple workstreams.

- Designed WCAG 2.1/Section 508-compliant dashboard layouts with documented accessible data visualization standards covering color encoding, chart type selection, and interactive behavior ensuring federal compliance.

UX Designer | Manhattan Strategy Group | Nov 2018 — Oct 2019

Architected multimodal digital platforms for multiple federal agencies, using UCD and Design Thinking to deliver accessible, scalable, data-informed solutions. Designed executive and operational dashboards that turned complex program performance and compliance data into clear, hierarchical visual interfaces.

- Developed reusable data visualization components (KPI cards, trend charts, comparative bar charts, filterable data tables) establishing Section 508 and WCAG 2.1-compliant color palettes and responsive display patterns.

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

Played a central role in modernizing ConsumerFinance.gov and consumer-facing tools, transforming a policy-driven government website into an accessible, user-first digital platform serving millions of Americans. Led information architecture improvements through content audits, card sorting, and tree testing to restructure site navigation and taxonomy.

- Redesigned consumer complaint submission portal applying usability testing and task analysis to streamline multi-step flow using progressive disclosure, inline validation, and contextual help patterns.

UX Designer | Capital One | May 2016 — Oct 2016

Designed human-centered digital banking experiences across consumer and internal products. Applied UCD and testing to improve account dashboards, transaction history, payment scheduling, rewards redemption, and mobile-first onboarding flows.

- Designed mobile-first onboarding (iOS and Android) meeting accessibility standards while developing interaction models for alerts and notifications surfacing time-sensitive information across devices.

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

Embedded within specialized design consultancy delivering end-to-end UX solutions for federal and government clients. Applied HCD methodology to conduct contextual inquiry, stakeholder interviews, and task analysis producing personas and journey maps grounding design decisions in actual user behavior.

- Led UX modernization for legacy government products through heuristic evaluations identifying structural usability failures, delivering wireframes and prototypes with responsive specifications and design system documentation enabling smooth handoff within Agile cycles.

UX Designer | Applied Predictive Technologies (Mastercard Company) | Aug 2016 – Oct 2016

Engaged to redesign APT analytics platform — sophisticated B2B financial services product for enterprise clients running controlled experiments and measuring revenue impact. Conducted comprehensive UX audit evaluating information architecture, visual hierarchy, and interaction patterns against B2B user needs.

- Redesigned platform core interface reducing cognitive load through clear visual hierarchy and progressive disclosure while mapping end-to-end user flows identifying friction points in experiment setup, test group configuration, results analysis, and report generation.

SELECTED DESIGN PROJECTS

PROTOTYPE	Clarendon — Federal Asset Intelligence Platform Four-screen onboarding prototype built on USWDS 3.x. Conversational AI query layer. Full mobile pass. Section 508 compliant.
PROTOTYPE	VA AI Model Interaction & Visualization Pilot Designed AI-assisted interface for claims processing. Trust and transparency framework. Human-in-the-loop interaction model.
PROTOTYPE	Ernst & Young Marketing Analytics Dashboard Executive-facing data visualization. Journey mapping. Component library. Board-ready design system documentation.
PROTOTYPE	Project Starjammer: Yamato 6.1 AI-integrated end to end development of a commercial satellite tracking system.

EDUCATION & CERTIFICATIONS

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

Writings

Medium Essays — <https://medium.com/@philipjeanpierre>

- Reimagining AI: From Extraction to Empowerment (March 2026)
- Deadly Duality II: How the Collective Trauma Response of Covid-19 Locked Us Into Cold War Thinking (March 2026)
- UX Didn't Die. It Just Got a Lot More Complicated. (March 2026)
- Artificial Intelligence: The Genie and the Steward (March 2026)
- Deadly Duality: The Symbiotic Spread of Nationalism and COVID-19 (January 2023)