

SAM O'BRIEN

Senior User Experience Designer

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(209)-627-5413

Skills

Product Usability
Interaction Design
Wireframing
Prototyping
Feedback Analysis
Information Architecture
User Flows

Strengths

Stakeholder Engagement
Public Speaking
Leading Projects
Mentorship
High-Fidelity Prototyping
Responsive Design
Section 508 Compliance

Tools

Adobe Creative Suite
Adobe XD
Figma
Miro
Google Suite
Jira/Confluence

Awards

**Attain Way
Achievement Award**
UX team recognized by
corporate leadership for
outstanding UX/Usability
achievement.

Experience

Defense Health Agency

Sr. UX Designer & Asst. Design Lead

Tacoma, WA | AUG 2021 - Present

Senior UX consultant/Lead supporting the Defense Health Agency (DHA) and the Web & Mobile Technologies (WMT) branch to aid in their goal of providing digital health tools to approx. 8.2 million service members and their families.

- Lead project teams on top-priority, high visibility projects (DoDSER, Women's Health) that received acclamation from high level DHA leaders.
- Guide project kick-off meetings with clients to gather project requirements and ensure a mutual understanding of requirements, methods and expectations. Help strategize level of effort statements, and work with UX manager to assess and manage workload of team members to find ideal candidates for projects.
- Co-lead communication and collaboration with client-side (government) UX director to measure and report on key productivity metrics. Develop actionable strategies to ensure that client needs and expectations are being exceeded.

UX Designer

Tacoma, WA | NOV 2019 - AUG 2021

- Created refined product experiences by conducting user interviews, competitive analyses, validation testing, and by creating information architectures, wireframes, high-fidelity prototypes, and design systems.
- Collaboratively created responsive mockups that were used to create the WMT Progressive Web App (PWA) component library and software development kit (SDK). Lead conversations with dev leads to ensure that SDK decisions were ethical and human-centric. Adoption of the SDK streamlined the design and development of new PWAs by ensuring components reflect DHA branding, are 508 compliant, and that designs are technically feasible and easily implemented.
- Developed usability test script and final report templates used by the UX research team to conduct usability tests. Greatly reduced the amount of time required to conduct and deliver usability studies to clients.

Education

University of Washington

Seattle, WA | Sept 2015 - June 2019

B.S. in Human Centered Design & Engineering | Focus in Human-Computer Interaction

Visinfuse (Capstone Project) - Seattle Children's Hospital

Nov 2018 - June 2019

Created an at-a-glance interface that more-effectively displays a patient's actively administered IV drugs to Seattle Children's Hospital health care providers.