

Amber Lewis

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Qualifications

As a left-brain creative, I found my calling in User Centered Design. With over 10 years of experience in the DOD space, I began my career managing large software development programs for the Government and have since evolved into designing them. I am a problem solving strategist with a passion for user-centered design principles to generate intuitive and engaging user interfaces. Technically proficient in Microsoft Outlook, Word, Visio, Excel, Figma, JIRA, ADS, PowerPoint, Project, SharePoint, HTML, Axure, CSS, Qlik and Adobe Suite (Illustrator, InDesign, Photoshop)

Education

- BS Communication: Public Relations, Wingate University, 2009
- Graduate Certificate User Experience Design, University of Baltimore, 2017
- MS Interaction Design and Information Architecture, University of Baltimore, 2019
- Certificate Courses: Essentials of Government Contract Management Villanova University, Mastering Business Skills Villanova University.

Clearance

Top Secret SCI (Active)

Professional Experience

Senior UX/UI Designer - Jacobs Engineering January 2021-Current

- Work with business leaders to drive product development for a FBI Laboratory software
- Design and prototype new features and screens following agile methodology for development
- Providing advice and guidance on the implementation of UX research methodologies and testing activities in order to analyze and predict user behavior
- Adhering to style standards on typography and graphic design while creating and maintaining a design system, style guide, site map, journey maps, and key company library
- Planning and conducting user engagement sessions to understand and document flow and
- Translate ideas into user flows and low/high fidelity wireframes
- Work with the product managers and engineers to design required functionality and drive it through to implementation

User-Centered Design Lead AFATDS April 2019-January 2021

- Provided knowledge and expertise in user-centered design to align research, design, feedback and business strategies
- Developed user flows, journey maps, site maps, style guide and a key component library ● Worked with cross functional product teams and business leaders to drive product development for a military weapons program
- Managed a team of designers who collect requirements, develop rapid prototypes and work with the developers to bring the requirements to life
- Managed continuous feedback loops from the customer, formal user testing events, external demonstrations and internal reviews

- Client facing and representing the design effort of the mission

User Experience Engineer - JPEO Chem Bio Defense July 2016- April 2019

- Made recommendations for alternative ways to bring data to life to solve business problems
- Discovered and curate data sources, including: creating data standards, assessing data quality and creating required transformations
- Gathered requirements, analyze data structures and then create interactive data visualizations using tools such as Qlik, to inform business decisions at all levels at the command
- Gathered information through interviews with users and managers and studying the procedure and system currently in place
- Developed training materials and user manuals while conducting training to the entire command
- Created a data literacy program at the command, develop training materials and also conducting training
- Planed, designed and implemented enterprise applications for the Army
- Lead development teams with agile development projects, managing sprint schedules and priorities
- Briefed top leadership with application development status, demos of the applications, product rollouts, high level requirement gathering
- Designed wireframes, information architectures, user journey stories, story boards, personas and prototypes to meet an organizations requirements involving emerging technologies and new solutions
- Conducted user testing on the designed prototypes and wire frames and document users interactions with the solutions
- Planned development initiatives for the user interfaces and manage the timelines for product launch

Booz Allen Hamilton – Delivery Order Lead June 2011-June 2016

- Managed the daily interaction and relationship with the Government client and contract officer representative
- Planned, directed and coordinated task order and subcontract activities. Ensured that all objectives and goals were accomplished within contractual requirements, timeframe, and funding parameters to assure the program success
- Defined and analyzed scope of work requirements, worked with our subcontractor teams to delivery Project Task Form (PTF) responses to the Government client
- Acted as a mediator between stakeholders and team members. Participated in cross-project planning to resolve conflicts in project priorities, resourcing, schedule and scope • Actively managed project timelines, project financials, resource allocations, risk mitigation and contingency planning processes and notify the Program Manager when issues arose and developed corrective actions as needed
- Ensured quality performance requirements were met; identified and implemented process improvements to optimize network performance and ensure customer satisfaction goals were accomplished
- Owned the project communication plan, including regular reports, dashboards and presentation

materials regarding project status, deliverables, milestones, project phase reviews, issues and risks

- Supervised the administrative and financial delivery for six projects on the Delivery Order, which included more than 30 teammates and over 200 full time employees
- Served as an advisor to the Program Office, Technical Directors, and other senior level managers with communicating with influential audiences on project objectives, status, risk mitigation and information needs/concerns
- Coordinate proposal efforts, technical writing, white papers and managing proposal schedule and delivery

NMR Consulting – Business Analyst February 2010- June 2011

- Participated and provided support for initiatives such as contract management, project management, problem resolution and client support
- Assisted with multiple procurement efforts simultaneously for high value and/or high risk programs.
- Provided leadership to single or multiple concurrent US Government and commercial proposal efforts
- Managed Client deliverables by generating schedules and developing detailed work plans using Microsoft Project
- Responded to solicitations which involve complex requirements and develops proposals based upon a number of factors beyond mere price (ie. Best Value scenario)
- Coordinated proposal efforts; start to finish with pre-production, scheduling, status meetings and debriefings.
- Tracked all tasks, data calls, technical writing submissions with SharePoint to assign and prioritize jobs
- Maintained accurate contract records and files while negotiating terms and conditions for future contracts.
- Negotiated prices, terms and conditions, contract modifications, and settlements in the pre-award and post award phases of contracting
- Developed subcontracts, modifications and revisions to contractual agreements

Alpha Xi Delta – Educational Leadership Consultant May 2009- February 2010

- Colonized an Alpha Xi Delta chapter at San Jose State University, responsible for recruitment, development and growth of new members and the foundation of the chapter's organization and leadership
- Visited college chapters to provide assistance while training collegiate members and their advisors in the areas of member recruitment, officer training, leadership training and individual and chapter development
- Assisted chapters in implementing the member development program, fundraising for our national philanthropy, Autism Speaks and facilitated leadership retreats