NATHAN WALTERS, M.S.

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Researcher | Designer

UX Designer with 7 years of experience crafting intuitive, user-centered solutions that drive engagement and satisfaction. Skilled in interaction design, design thinking, and Lean UX, leveraging continuous user testing to iteratively refine products. Lead cross-functional teams and mentor junior designers to align business goals with optimal user experiences. Passionate about accessibility, responsive design, and innovation, ensuring seamless experiences across desktop and mobile platforms. Experienced in designing scalable user experiences for enterprise applications, aligning cross-functional product strategy with complex systems integration.

- **User Research:** User Interviews, A/B Testing, Card Sorting, Heuristic Evaluations, Task Analysis, Usability Testing, Surveys, Persona Development
- **Data Analysis & Reporting:** Qualitative & Quantitative Data Analysis, Significance Testing, Data Visualization (Tableau), Survey Tools (Qualtrics, Medallia)
- **UX Design Process:** Service Blueprinting, Journey Mapping, Iterative Design, Prototyping, User Flows
- **Tools:** Figma, Axure, Balsamiq, HTML & CSS, JS, JIRA, Agile, Confluence, AirTable

Professional Experience

Senior User Experience Designer | Social Security Administration | Woodlawn, MD | Oct 2023 – Present

- Led user research activities to inform the design and improvement of SSA.gov, resulting in a 2-3% annual increase in customer satisfaction through user-centered design enhancements.
- Drove a 10% increase in digital uptake by translating user research into targeted design solutions for Social Security card services--partnering closely with product and engineering teams.
- Conducted end-user research, including interviews, surveys, and journey mapping, to identify user needs and pain points, directly influencing design decisions and product improvements.
  - Received the Commissioner Citation Team Award for helping develop a feedback collection instrument used to gather data and surface insights for the SSI 'Basic Needs' Campaign.
- Facilitated design thinking sessions with engineers, analysts, and product managers to co-create product enhancements, driving stakeholder alignment and advocacy for strategic implementation.
- Designed user flow, wireframes, and high-fidelity prototypes applying user feedback and data insights to enhance UX across Customer Relation Management (CRM) systems and public web platforms.

Senior Customer Experience Analyst | Social Security Administration | Woodlawn, MD | Jan 2022 – Oct 2023

- Championed the Voice of Customer program, analyzing 1M+ annual feedback responses to uncover insights that shaped roadmap priorities and informed feature funding decisions.
  - Received the Commissioner Citation Award for my role in helping the team define the strategy and implement the Voice of Customer Platform.

- Designed and deployed ~20 surveys across SSA.gov between May 2022 and June 2023, capturing qualitative data to uncover user pain points and deliver insights that informed product development.
- Utilized Tableau and Medallia to analyze complex user data, perform significance testing, and create data visualizations to present research findings and recommendations to leadership.
  - See https://www.performance.gov/cx/data/ | Service Provider: Social Security Administration
- Onboarded over 300 employees including executives and product team members within the first year of deployment and led bi-weekly CX training sessions to elevate service delivery.
  - Received the Deputy Commissioner Citation Award for my role in helping the team establish the enterprise Customer Experience Program for the agency.

UX Design Lead | Social Security Administration | Woodlawn, MD | Apr 2021 – Jan 2022

- Led a four person team in the redesign of digital identity services, integrating with ID.me and Login.gov, resulting in a significant improvement in user success rates (from ~40% to ~80%) through user-centered design and iterative improvements.
  - Received the Commissioner Citation Team Award for my role helping to enable the enhancements to the Digital Identity Product.
- Conducted user research (persona research, A/B testing, usability evaluations) across 30+ product iterations, providing design direction and guidance to the team to drive user-centered enhancements.
- Facilitated ~100 user research sessions to gather user insights, which directly informed design iterations and contributed to a substantial increase in product success rates.

UX Design Specialist | Northrop Grumman | Woodlawn, MD |Jan 2019 – Apr 2021

- Conducted user research, usability tests, and built prototypes for digital identity verification systems, contributing to the design and development of user-centered products.
- Created storyboards and conducted heuristic evaluations to enhance the functionality, usability, and compliance of digital products, ensuring a positive user experience.
- Designed a chatbot user interface for a proposal submission to the Centers for Medicare and Medicaid Services, demonstrating user-centered design principles in a practical application.

Research Assistant | Embry-Riddle Aeronautical University |Daytona Beach, FL | May 2017 - April 2018

- Facilitated flight simulation studies that produced qualitative and quantitative data for flight safety.
- Collected primary data to analyze user behavior in a simulated environment.
- Analyzed qualitative and quantitative data using NVIVO and SPSS software programs, respectively.

Education

- Masters of Science in Human Factors | Embry-Riddle Aeronautical University | Dec 2020
- Bachelors of Science in Human Factors Psychology | Embry-Riddle Aeronautical University