Brooks Tiffany

brooks.t.tiffany@gmail.com | brooks-tiffany.com | LinkedIn: brookstiffany | 540-223-8561 | Alexandria, VA

Results-driven UX Designer with 7+ years of experience creating user-centric digital experiences. Skilled in wireframing, prototyping, user research, and usability testing. Led design system improvements and usability enhancements for IRS.gov, boosting efficiency and better user experiences for millions of taxpayers.

Work Experience

User Experience Designer @ Internal Revenue Service

APR 2024 - APR 2025

- Successfully contributed to major UX initiatives before position was impacted by federal workforce reductions
- Led UX design for critical IRS programs like Free File and EIN, enhancing the digital experience for millions of taxpayers
- Helped lead team's transition to Figma, preventing a potential work stoppage and earned the designation of "Figma Champion"
- Supported key aspects of the IRS.gov redesign, managing meetings and project deliverables, freeing up 10+ hours per week for senior UX team members to focus on high-priority initiatives
- Leveraged AI tools to automate repetitive tasks, reducing design iteration time by 50% and improving overall team efficiency
- Partnered with researchers, developers, and stakeholders to deliver intuitive, user-centered solutions within tight deadlines

Career Break

MAR 2022 - MAR 2024

- Planned career break for relocation, personal development, and upskilling while maintaining temporary employment. Refined UX skills through independent projects, ultimately securing a UX Designer role at the IRS after an extensive hiring process

User Experience Researcher @ Kaiser Permanente

JUN 2017 - FEB 2022

- Spearheaded the end-to-end UX research and design of a mobile app, from initial concepts and interactive prototype testing to developer collaboration for final handoff
- Led UX research across 10+ projects, synthesizing complex findings into actionable insights that improved product decisions

UX Design Skills

- Wireframing
- Prototyping
- UI Design
- Design Systems
- Accessibility
- Information Architecture
- User Flows

UX Research Skills

- Usability Testing
- Focus Groups
- Heuristic Evaluation
- Competitive Analysis
- A/B Testing
- Personas

Design Tools

- Figma and FigJam
- Sketch
- Adobe XD
- AI-Powered Tools

Development Tools

- HTML/CSS
- Tailwind/Bootstrap
- JavaScript
- GitHub/GitLab

UX Researcher @ Kaiser Permanente (continued)

- Designed an innovative, cost-effective field testing method for a mobile app, improving user feedback accuracy, increasing data collection efficiency and achieving 100% test completion rate
- Conducted usability tests and focus groups, providing critical insights for multiple peer-reviewed research papers
- Displayed technical versatility by stepping outside of usual role to fill critical programming vacancies, removing blockers and allowing projects to move forward on schedule

Support Lecturer @ University of Washington

APR 2019 - JUN 2019 (SEASONAL)

- Collaborated with the primary lecturer to develop engaging course materials, applying human-centered design principles to enhance student learning
- Facilitated interactive class discussions, fostering a participatory learning environment and guiding students in applying human-centered design methodologies
- Provided constructive feedback on student assignments and presentations, ensuring students met learning objectives and understood key human-centered design concepts
- Delivered clear and engaging lectures, ensuring course continuity and effective knowledge transfer to students.
- Provided technical and multimedia support, ensuring a seamless learning experience for students and instructors

Customer Care Manager @ Heyo

JAN 2014 - JUN 2016

- Managed customer care team, fostering a customer-centric culture and ensuring adherence to company policies and best practices
- Mentored and trained new team members, emphasizing effective communication and problem-solving skills to deliver exceptional customer experiences
- Served as a liaison between customers and the development team, communicating user-reported software issues and advocating for timely resolutions
- Collected and analyzed customer feedback to inform product improvements and feature requests

Education

University of Washington
Certificate
Full Stack Web Development
2021

University of Washington
Master of Science
Human Centered Design & Engineering
2016 - 2018

Virginia Tech
Bachelor of Arts
English
2010 - 2013

Community College of the Air Force
Associates of Science
Aircraft Armament Systems
2005 - 2009

Peer-reviewed Publications

Mobile Apps for Oral Health Promotion: Content Review and Heuristic Usability Analysis. (2018)
Lead Author
JMIR mHealth and uHealth

Development of Mobile Health Intervention with Personal Experiments for Smokers Who Are Ambivalent About Quitting. (2020)
Co-Author
JMIR Formative Research

Approaches for Implementing Digital Interventions for Alcohol Use Disorders in Primary Care: A Qualitative, User-Centered Study (2022)
Second-Author
Implementation Research and Practice