

Jennifer Lycke

UI/UX Designer

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A versatile, creative, and analytical UI/UX Designer with years of problem-solving design experience

Skills

User Experience (UX) Design, User Interface (UI) Design, User Research, Wireframing, Prototyping, Customer Experience (CX), Human Centered Design (HCD), Gen AI, Visual Design, Usability Testing, Teams, Design Thinking, Information Architecture, Design Systems, Workflow Automation, Marketing, Web Accessibility/508, Training Development, Knowledge Management, Illustration, Photography, Agile Scrum Teamwork, Business Requirements

- Front-End Development: HTML, CSS, JavaScript, JQuery, Bootstrap
- Software: Adobe Creative Suite (CS), M365 Office, Figma, Adobe XD, SharePoint, Power Automate, Power Apps, Visio, Sketch, InVision, Confluence, Jira, Photoshop, Google Analytics, Microsoft Teams, Google Docs
- Security: Active Secret Clearance with eligibility for Top Secret; experience working with PII and sensitive data

Experience

UI/UX Designer for Government Client, MARCH 2023 - PRESENT

Acuity Inc, Arlington, VA

- Design prototypes of user interfaces and interactions for enterprise applications, including complex task flows and user journeys, and incorporation of AI and a Language Learning Model (LLM), to create user-friendly workflows that solve users' problems. Become Subject Matter Expert (SME) for assigned applications
- Conduct user testing to determine preferences and pain points, and iterate on designs to solve these problems
- Present designs to stakeholders in order to collaborate and brainstorm to improve applications
- Collaborate to determine business requirements, priorities, and to ensure designs meet business needs
- Create components for the program-wide design system to improve efficiency for designers and developers

Web Content Manager - UI/UX Designer for US Coast Guard (USCG) JULY 2008 – FEB 2023

Acuity Inc. (formerly with ManTech International), Portsmouth, VA

- Improved efficiency by designing user-friendly web interfaces and digital business applications for 70,000+ users, decreasing time on task for common processes used by the command and the fleet
- Increased portal engagement and improved user feedback by establishing a successful Intranet, intuitive information architecture and interactions, and a knowledge system that became a role model for other units

- Streamlined maintenance and increase data integrity by successfully developing centralized and authoritative knowledge library that integrates with the service catalog, and by developing automation to minimize costs
- Facilitated Coast Guard users in adopting new technology during the USCG's 'Tech Revolution'
- Empathized with user needs while providing technical support, gathering user feedback, and analyzing user pain points. Problem-solved and improved user journeys, resulting in positive client feedback
- Improved customer service and business processes during major organizational upheaval and successfully helped launch new Intranet infrastructure for new unit of 1,000+ staff, praised by client for effective high-quality work.
- Mentored junior portal administrators and users with technical assistance and knowledge while helping build a culture of collaboration and ongoing learning
- Adapted to new technology and developed training for power users on SharePoint and other M365 tools

User Interface (UI) Designer and Artist NOVEMBER 2005 - PRESENT

Self-Employed Freelance Designer, Carrollton, VA

- Improved online presence and branding for small businesses, startups, and non-profit organizations
- User interface (UI) design, front end web development, graphic design, branding, photography, illustration, painting, art exhibitions, mentoring, and teaching Photoshop lessons
- Received numerous design, art, and photography awards and honors, 2006 - 2019
- Published in Best of America Oil Artists & Artisans, Volume 1 book, 2007
- Selected as artist for Smithfield 20/20 Porcine Parade public art project for the town of Smithfield, VA, 2012

Visual Designer / Web Author AUGUST 2000 - NOVEMBER 2005

CACI (formerly American Management Systems), Norfolk, VA

- Created user-friendly distance learning on award-winning team for various Department of Defense (DoD) and other government agencies, such as National Institutes of Health (NIH), consistently receiving positive client feedback
- Roles included user interface (UI) design, storyboarding, front end development, animation design, photography, user testing, interaction design, technical writing, and editing
- Received coin of recognition from Army JROTC client for successful distance learning project, 2003

Education

- **DHS 508 Trusted Tester Certification**, 2023
- **Google UX Design Certificate**, Google Coursera 2021
- **Design Thinking Certificate**, Cornell University 2019
- **User Experience Design & Development Advanced Certificate**, Rochester Institute of Technology (RIT) 2017
- **E-Marketing Graduate Certificate**, 4.0 GPA, University of Virginia (UVA) 2015
- **Bachelor of Arts Degree (BA)**, *Cum Laude*, Art, Messiah College