

James Moffet

UX Designer & Researcher

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about

As a designer and researcher, I am obsessed with understanding the human mechanisms by which technology can deliver us into an alternative future. As a researcher, I have learned to temper this obsession, harnessing critical theory and a range of research and management techniques that help me to redirect the internal inertia of established organizations and to find room to apply systems-level, user-centered thinking to the awesome challenge of improving people's lives.

education

2016 - 2018

**Harvard University
Graduate School of Design**

Master's degree,
Design Technology Studies

skills

Design Research

UI/UX Design

Data Science

Software Engineering

Hardware Engineering

Public Speaking

Project Management

Product Design

work experience

OutVote.io

2017 - 2018

Cambridge, MA, USA

– Director of User Experience

In 2017, Outvote acquired my civtech startup COMM!T and grew to a team of 5. I direct an agile team of designers, coders and researchers to ensure that we ship a product that meets the needs of 10 enterprise clients and 1000 users.

Independent Consulting

2016-2018

Cambridge, MA, USA

– UXD/UXR Consultant

Collaborated with GoINVO on the MA SNAP web application redesign. Consulted for City of Boston on FOIA process redesign. Designed open source citizen analytics apps for Cambridge.

MIT Community Innovators Lab

2016 - 2017

Cambridge, MA, USA

– Research Manager

Led team of 12 researchers, designers and devs. Conducted field/remote user research on 1,200 grassroots organizing groups. Designed, built and deployed a collaborative mapping tool to help orgs discover each other and connect.

Fulbright Fellow

2015 - 2016

Budapest, HU

– Design Lecturer

Lectured at CEU and piloted OpenLab public design workshops, mentoring UXR, interface design and service prototyping for public projects.

SEIU

2009 - 2014

Portland, OR, USA

– Senior UX and Product Manager

Built a user-centered design and engineering team from the ground up, replaced 20-plus-yr-old software products handling all critical financial and constituent data for 10% net revenue gain