

# 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, growing to a team of five. I direct an agile team of designers, coders and researchers to ensure that our product that meets the needs of our 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 a team of 12 researchers, designers and devs conducting 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

#### – Lecturer and Researcher

Lectured on design 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, replacing 20-plus-yr-old software products handling all billing and member data. Increased net revenue by 10%, while reducing billing errors by 90%.