Carolyn Dew (she/her) │ résumé

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Summary

I'm a senior interaction designer and user researcher. As a generalist, I'm comfortable designing microinteractions to shaping product strategy. I'm looking for a senior designer role where I can provide high-quality work for the social good, coach and mentor other designers, and create best-in-class accessible products.

Recent Work Experience

Senior Designer/Researcher │ Aug. 2020 – present
Designer/Researcher │ Jan. 2019 – Aug. 2020
Nava PBC, Washington, DC
Nava PBC is a public-benefit corporation that provides digital services to local, state, and federal agencies to improve trust in government and serve vulnerable populations.

- Served as design lead alongside product and engineering leads to lead a cross-functional team of around 30 individuals. Our team developed Caseflow, enterprise software key to processing around 90,000 appeals per year for the Department of Veterans Affairs.

  - Established stable workflows that led the team from a period of instability and low client trust, to a period of increased client trust that saw higher evaluation scores and an increase to the scope of our contract.

  - Successfully advocated to expand the design team from four to ten to successfully and sustainably deliver on contract work.

  - In addition to providing direct feedback and guidance to the team's work, I established a team critique practice that has become a model for other projects.

  - Under my guidance, the design team delivered critical functionality to support the VA's pivot to 100 percent remote hearings when in-person hearings ground to a halt due to the pandemic.

  - Served as product owner for Caseflow's design system to ensure consistency across multiple agile teams.

- Conducted design and research supporting virtual hearing dockets to maximizing VA's capacity to hold hearings on appeals.

Innovation Specialist │ Feb. 2018 – Jan. 2019
Office of Products and Programs (OPP), General Services Administration, Washington, DC

OPP runs government-wide technology services for federal agencies, including code.gov, data.gov, and 10x.

- Planned and executed a project to surface opportunities to coordinate offerings across the full ecosystem of products and services offered by OPP.
- Supported strategy teams vetting ideas for the 10x innovation funding program.

Innovation Specialist │ May 2015 – Feb. 2018
18F, General Services Administration, Washington, D.C.

18F is a consultancy that partners with federal agencies to deliver digital services to the public.

- As a UX lead, mentored and advocated for UX designers and researchers.

- Conducted user research and co-developed initial UI patterns for the U.S. Web Design System 1.0. This work has been adopted by multiple federal agencies and was the basis for granting GSA authority to establish web guidelines.

- As part of a team of researchers, conducted generative research to understand the experience of citizens interacting with federal agencies (report available at labs.usa.gov). Findings informed the direction of the U.S. Web Design System, vote.gov, and other projects. Presented research to the Executive Office of the President in December 2015.

- Led visual and interaction design for vote.gov redesign on a tight timeline, a responsive site that helps citizens find voting registration information in their state. This site was a core part of one-day voter registration drives by Facebook, Reddit, and other sites. Sixteen states saw an increase in registrations as large as 23 times over the previous day.

Expert Interaction Designer │ September 2013 – May 2015
Turner Broadcasting Systems, Inc., Atlanta, Ga.

Turner Broadcasting, Inc. manages CNN, HLN, TBS, TNT, Cartoon Network, Adult Swim, et al.

- Responsible for UX design and research for an enterprise application that helps generate approximately $4 billion in annual revenue across all divisions.

Education

Master of Public Affairs in nonprofit management, Indiana University, 2010
Master of Arts in Journalism focused on public relations, Indiana University, 2010
Bachelor of Fine Arts in graphic design, painting, and art history, Ohio University, 2004