Chris Austin | Senior UX/UI Designer

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Professional Summary

Senior UX/UI Designer with 20+ years of experience creating intuitive, accessible, and scalable digital solutions for complex enterprise environments across government, security, education, and construction sectors.

Key Strengths

- CUA-certified designer with deep expertise in UCD, accessibility, and usability testing
- Strong track record in mobile-first, responsive, and secure UX/UI systems
- Skilled in leading cross-functional teams and mentoring design talent
- Adept in Agile environments, stakeholder collaboration, and data-driven design decisions

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UX/UI Expertise

UX/UI & Strategy: Information Architecture, Wireframing, Prototyping, Visual Design, Design Systems, Accessibility (WCAG), User Research, Usability Testing, Journey Mapping, Persona Development
Tools & Technologies: Figma, Axure RP, Adobe Creative Suite, React, Bootstrap, HTML/CSS, VS Code, Jira, Confluence, Hotjar, Lookback, Google Analytics, Trello
Leadership & Process: Agile, Scrum, Cross-Functional Teams, Product Strategy, Mentoring, Roadmapping, Design Thinking

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Professional Experience

Lead UX/UI Designer
InEight Inc. | Apr 2017 - Jul 2024
- Led UX for enterprise and mobile product suite used by construction professionals worldwide
- Designed InEight Compliance Mobile, enabling inspectors to capture multimedia data onsite, reducing reporting time by 40% and improving accuracy
- Championed user research and usability testing to solve complex product challenges and increase field adoption
- Developed and maintained design systems to ensure consistency and speed across product teams
- Mentored distributed design team; introduced feedback loops and elevated team collaboration

UX/UI Designer
Nelnet | Apr 2015 - Apr 2017
- Enhanced UX of K-12 and higher education financial platforms through user research and prototyping
- Implemented mobile-first, responsive interfaces that improved task efficiency and reduced support calls
- Led WCAG 2.0 compliance efforts, expanding access and ensuring inclusive design

UX/UI Designer II

NTT DATA | Sep 2013 - Mar 2015
- Established UX practices, reusable design assets, and stakeholder alignment across client engagements
- Integrated UX into SDLC, leading research and testing efforts for secure web applications

Software Engineer II

Northrop Grumman | Jul 1998 - Sep 2013
- Designed and built mission-critical defense applications (e.g. TCSP, JTT) with focus on secure, user-friendly interfaces
- Collaborated with defense teams to ensure compliance and ease of use across complex workflows

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Select Projects

- **InEight Compliance Mobile:** Designed mobile app for 10K+ inspectors; streamlined field documentation and reporting
- **Nelnet Platform Redesign:** Enhanced usability and accessibility of student platforms; improved engagement by 30%
- **NTT DATA ActiveGuard Security Platform:** Designed user-centric dashboards and reporting tools for the ActiveGuard SaaS platform, enabling enterprise IT and security teams to monitor compliance and threat data with clarity
- **DoD Secure Interfaces:** Created compliant, intuitive UI for national defense systems used in real-time operations

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Certifications

Certified Usability Analyst (CUA)
Human Factors International | Credential ID: 2014-5142

Online Coursework

- Figma: Getting Started – Beginner to Pro, Udemy, 2024
- Responsive UX/UI Design in Figma – Deep Dive, Udemy, 2024
- Figma Prototyping – A Deep Dive for UX/UI Designers, Udemy, 2024

Education

Master of Science, Computer Information Systems
Bellevue University, Bellevue, NE

Bachelor of Science, Biology
University of Nebraska at Omaha, Omaha, NE