CHARLES MADDEN

UX Designer
Arlington, VA

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⚲ EXPERIENCE

Fan Pier Labs *Boston, MA*
Web Designer & Frontend Developer *Contract | January 2025 - March 2025*
- Independently designed and developed the firm's new website, executing both the brand strategy and frontend build for a cohesive digital presence.
- Translated my high fidelity wireframes to a consumer-friendly web experience utilizing HTML, CSS, Javascript, and the latest AI developer tools.
- Met client specifications by creating an attention-grabbing brand identity and UI system, equipping the tech startup with a strong, scalable visual foundation.

Internal Revenue Service *Washington, D.C.*
User Experience Designer *Internship | August 2024 – December 2024*
- Modernized the end-to-end infrastructure and user experience of digital tax submission services by assisting the migration of legacy data processing systems.
- Redesigned my program's internal website for 200+ employees by consolidating three existing sites then user-testing its efficacy with IT IR Mod leadership.
- Standardized information sharing policy and automated new internal systems for change requests, file management, and oversight documentation.
- Assisted foundational research for the digitalization of the analog TIN acquisition process, used by over one million taxpayers per year.

Boostability *Remote*
Product Designer *Internship | May 2024 – August 2024*
- Collaborated with PMs and developers to bring the edu-tech startup's SaaS MVP from 0 to 1: a B2B2C web-app assistant for neurodivergent students.
- Delivered wireframes, interactive prototypes, and production-ready components to developers in expansion of the existing design system.
- Orchestrated a series of interviews with eight students affected by ADHD or ADD and applied findings to maximize retenton rates and improve accessibility.

Scout *Boston, MA*
Design Lead *Contract | Client: **City of Boston** | September 2023 – May 2024*
- Designed, tested, and delivered the mobile-first homebuyer guide for *boston.gov*: two webpages clarifying complex financial and interpersonal real estate systems.
- Executed comprehensive user research by interviewing 9 experts, surveying 35 first-time homebuyers, and visualizing the results through service blueprints, user personas, and more.
- Directed team of researchers, designers, and developers through human-centered design process from foundational research to live website creating a solution that benefits both homebuyers and city employees.
- Coordinated between city officials at the Boston Home Center, Housing Innovation Lab, and IT Digital Team.

Rwanda Youth Partnership *Remote*
User Experience Designer *Internship | January 2023 – June 2023*
- Conducted a UX audit of the website's donation flow and presented design recommendations to international stakeholders in the Rungano-Ndota Initiative.
- Translated user research into wireframes and web updates to improve usability for the donor audience.

🧰 SKILLS

Toolbox
Figma
Adobe Creative Suite
HTML5
Tailwind CSS
ReactJS
Cursor
Webflow
Wordpress
Wix
Miro
Jira

Design
Interactive Prototyping
Wireframing
Storytelling
Motion Graphics
Brand Identity
Project Management

Research
User Interviews
A/B Testing
Usability Evaluation
Journey Mapping
Data Analysis / Viz

🎓 EDUCATION

Northeastern University *2025*
BFA User Experience Design
Mechanical Engineering Minor

Wakefield High School *2020*
AP Capstone Diploma

🙂 A BIT ABOUT ME

I'm an open-minded, perpetual learner with a passion for user-centered design. I believe in the power of data-driven design as a tool to enhance products and address complex issues at scale.

Outside of work, I'm an award-winning photographer, regressing basketball player, seasonal pianist, novice triathlete, and an obsessive music listener.