BEN MARKER

Senior UX Designer

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SUMMARY

Senior UX Designer with 10+ years of experience leading user-centered design for complex enterprise and government platforms. Known for modernizing legacy systems, building scalable design systems, and championing accessibility and design quality.

WORK EXPERIENCE

Spectrio — Senior UX / Product Designer (Feb 2024 – Present)

- Spearheaded the creation and implementation of a comprehensive design system for customer-facing retail digital signage solutions, streamlining workflows and ensuring consistency across products.
- Led UX strategy and integrated features for AI-driven, fully anonymous audience sensing and measurement technology to support data-informed retail decisions.
- Performed Product Designer responsibilities while coaching team members on improved design processes and cross-functional collaboration.
- Introduced accessibility testing requirements and UI quality assurance practices to modernize legacy products and support inclusive user experiences.

Government Contractor — UX Designer (Feb 2022 – Feb 2024)

GSA Fleet (General Services Administration)

- Led UX design for a highly collaborative program consolidating seventeen legacy automotive fleet applications into a single cohesive platform.
- Created wireframes, mockups, and high-fidelity prototypes in Figma, delivering intuitive, Section 508–compliant designs.
- Applied Design Thinking methods to align stakeholder goals with user needs through facilitated workshops and reviews.
- Advocated for users in Agile development by refining Jira backlog items and translating research insights into design decisions.
- Developed personas, journey maps, and user flows; conducted usability testing to drive iterative improvements.
- Leveraged Material UI and USWDS design systems and collaborated closely with developers to support seamless implementation.
- Mentored junior designers and championed accessibility-first practices.

FAA (Federal Aviation Administration)

- Designed wireframes, mockups, and high-fidelity prototypes to convert a legacy FAA application into a modern, responsive experience using Adobe XD.
- Assisted with light front-end development to support Section 508 accessibility compliance.

Cisco Systems, Inc. — UX Designer / UI Developer (Sept 2019 – Feb 2022)

- Modernized the user experience for Cisco's CX Training application suite through research, wireframing, prototyping, and usability analysis.

- Conducted UX research including interviews and analytics analysis; created personas and user flows using Adobe Suite and Figma.
- Implemented designs using HTML, CSS3, JavaScript, and React.
- Led stretch initiatives including CI/CD process improvements (Jenkins, GitHub, testing) and legacy system upgrades.

IBM — UI Designer / Developer (June 2015 – Sept 2019)

- Delivered UX design and front-end development for IBM UrbanCode Velocity, a DevOps analytics platform.
- Designed highly customizable, WCAG-compliant dashboards and data visualizations for large data sets within i18n constraints.
- Contributed to reusable component systems, API development, and end-to-end testing.
- Worked across MeteorJS, React, Apollo, and supporting tools including Saucelabs, TestCafe, Plotly, NPM, Git, Jira, and Docker.

Red Hat, Inc. — UX/UI & Multimedia Designer / Web Developer (Sept 2012 - June 2015)

- Served as a multi-disciplinary UX/UI and multimedia designer for Red Hat University.
- Designed mobile learning applications and web experiences supporting UX research and instructional design.
- Produced motion graphics, video content, and interactive learning materials.

Net Affordable, Inc. — Freelance Web Design Studio Owner (June 2008 – Jan 2015)

- Founded and operated a freelance web design studio delivering end-to-end UX/UI, development, and hosting services.
- Managed client relationships, budgeting, project management, and vendor coordination.

EDUCATION

Master of Arts (M.A.), Human-Centered Design — Liberty University — GPA: 3.96
Bachelor of Individualized Studies (B.I.S.), Multimedia & Marketing — George Mason University — Magna Cum Laude — GPA: 3.73

SKILLS

Product Design • UX/UI Design • Design Systems • User Research • Wireframing • Prototyping • Usability Testing • WCAG Accessibility • Section 508 Compliance • Responsive Web Design • Figma • Adobe XD • Photoshop • Illustrator • Premiere • After Effects • HTML/CSS • React (working knowledge)