

Mike Brown

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Professional Summary

UX/UI Designer with 9+ years of experience building accessible, user-focused digital products across higher education, healthcare, and enterprise services. Skilled in research, prototyping, and scalable design systems to improve conversion rates, reduce support costs, and accelerate development. Collaborates closely with engineers, PMs, and stakeholders to deliver intuitive experiences that balance user needs with business goals.

Skills

UX strategy · Research and insights · Data-informed UX · Interaction design · Design systems and reusable components · Accessibility standards · Agile collaboration · Product alignment · Figma · Analytics tools · Jira

Experience

UX Designer (Contract) – Anthro-Tech

Aug 2025 – Present | Olympia, Washington

- Led UX strategy and discovery efforts for nonprofit and government clients, translating complex requirements into clear, user-centered digital solutions.
- Designed responsive wireframes and high-fidelity prototypes, simplifying information architecture and reducing project turnaround time through direct client collaboration.
- Developed brand standards and scalable component libraries to ensure consistency, accessibility compliance, and efficient implementation across CMS platforms.
- Conducted user research and usability testing, synthesizing findings into actionable recommendations that improved task clarity and stakeholder alignment.

UX Designer (Contract) – EFK Group

Dec 2024 – Aug 2025 | Trenton, NJ

- Led stakeholder interviews, journey mapping, and competitive research to define user needs and align design vision, reducing project ambiguity and accelerating delivery by 15%.
- Created responsive, WCAG-compliant wireframes and prototypes, simplifying navigation structures and improving accessibility scores across core templates.
- Partnered with developers to streamline handoff and validation, reducing design iteration time and improving development accuracy.

UI/UX Designer (Contract) – Syracuse University

Mar 2024 – Nov 2024 | Remote

- Led UX strategy and redesign for university web ecosystem, driving a 20% improvement in task completion for prospective student flows.
- Generated analytics, usability tests, and feedback to refine IA and navigation, increasing navigation efficiency by 18%.
- Supported CMS component adoption and scalable patterns to align design with technical architecture and accessibility standards.

UX/UI Designer – Independent Consultant

Dec 2022 – Mar 2024 | Remote

- Conducted qualitative research and persona development to steer UX direction for nonprofit and e-commerce products.
- Designed and tested high-fidelity prototypes that improved checkout completion rates by 25%.
- Leveraged analytics and A/B tests to refine page layouts, increasing average session duration by 20%.

UX/UI Designer – Church Pension Group

Jun 2019 – Nov 2022 | New York, NY

- Designed a responsive healthcare self-service portal that reduced support center calls by 28% and increased successful self-service tasks by 35%.
- Conducted moderated usability testing and iterative improvements, decreasing error rates and increasing user satisfaction rating from 3.3 to 4.7.
- Delivered scalable UI components and design specs, cutting design-to-engineering turnaround time by 25%.
- Collaborated with PMs and development teams in Agile sprints to deliver high-quality features with clear acceptance criteria and UX requirements.

Lead Multimedia Designer (Contract) – K. Hovnanian

Jan 2019 – Jun 2019 | New York, NY

- Directed UX, UI, and visual design for marketing and web initiatives supporting brand refresh rollouts across digital touchpoints.
- Built responsive prototypes in Figma and streamlined stakeholder feedback cycles, reducing review time by 16%.
- Oversaw print and web advertisements, reaching an audience of over 1 million, and increasing click through rates by 20%.

Production Manager & Web Designer – Webster Ink

Feb 2018 – Dec 2018 | Shelburne, VT

- Defined content strategy and UX approach for client sites, improving lead capture and engagement.

Graphic Designer & Web Designer – Yipes! Auto and Graphics of Williston

Apr 2017 – Feb 2018 | Williston, VT

- Built responsive websites and brand systems, improving customer retention and web traffic.

Graphic Designer & Web Designer – Commando LLC

Feb 2016 – Mar 2017 | South Burlington, VT

- Delivered custom web builds with scalable brand identity systems.

Education & Certifications

B.F.A. in Graphic Design and Web Development – Champlain University

A.A.S. in Digital Media & Web Design – County College of Morris

Certified User Experience Specialist (CUSX) – Nielsen Norman Group

Certificate in User Interaction Design – UC San Diego