



# Maxwell Nelson

## Product Designer



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## Summary

Innovative Product Designer with over 4 years of experience spanning across product design and enterprise consulting. A quick learner who thrives in dynamic environments, rapidly acquiring new skills to contribute effectively to any challenge. With an entrepreneurial mindset, I bring a fresh, strategic perspective that aligns creativity and resume with execution, helping teams move the mission forward. Adept at problem-solving, collaboration, and leveraging design thinking to bridge the gap between vision and results.

## Work Experience

### Product Designer – U.S. Department of Homeland Security (ECS Tech)

October 2023 - Present

- Orchestrated the design and development of a new internal website for the Department of Homeland Security (DHS), enhancing information accessibility and user experience for 12,000+ active monthly users using a HCD approach.
- Collaborated closely with project managers and federal leadership by actively participating in daily stand-up meetings, facilitating backlog grooming, and leading team working sessions to drive alignment, prioritize tasks, and ensure success.
- Authored and distributed 250+ communications to DHS users, produced quarterly webinars to enhance knowledge sharing, and improved internal documentation to streamline processes and information accessibility.

### UX and Service Design Intern – NCR Corporation

May 2022 - August 2022

- Applied quantitative and qualitative research in collaboration with design skills to actively contribute to three large-scale banking projects and attended consistent weekly design review sessions for specific use cases.
- Conducted behavioral user research, wireframing, and rapid prototyping, ensuring seamless user interactions.
- Collaborated with engineers to translate wireframes into high-fidelity prototypes for usability testing and iteration.
- Co-facilitated a design thinking workshop for over 40 NCR employees, promoting an innovative and user-centered culture.

### Enterprise Software Consultant – Sunrise Technologies

December 2018 - August 2020

- Implemented warehouse, product lifecycle, and supply chain solutions for four large-scale Microsoft Dynamics 365 projects.
- Developed comprehensive design documents, working closely with developers to ensure smooth implementation.
- Led Agile project management activities, including workshops, stand-up meetings, and sprint reviews.
- Provided UX recommendations to improve the efficiency of enterprise software solutions.



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## Selected Projects

### User Experience Designer and Researcher

#### Emory Hospital & Georgia Tech Diabetes Self-Management App (Sponsored)

- Conducted year-long field studies to understand how low-income older adults with Type 2 Diabetes engage with mobile technology.
- Designed a Figma prototype informed by usability testing and inclusive design principles.
- Created research reports, customer journey maps, workflows, and user personas to guide the development process.

### Product Designer

#### DirecTV Mobile Account Management (Sponsored)

- Designed intuitive low-to-high fidelity prototypes using Figma, ensuring compliance with UI design guidelines.
- Conducted Heuristic Analysis and usability testing, leading to significant UI/UX improvements.
- Presented final usability findings to DirecTV stakeholders, receiving positive feedback on the design impact.

## Education

### Georgia Institute of Technology (May 2023)

Master of Science in Human-Computer Interaction

*Leadership: HCI Graduate Teaching Assistant*

### Syracuse University (May 2018)

Bachelor of Science in Information Management and Technology

*Leadership: iSchool Peer Advisor, Web Design Teaching Assistant*

## Skills

**Tools:** Figma, FigJam, Sketch, Jira, Confluence, GitLab, Adobe Creative Suite, Axure, ChatGPT, GitHub, Google AdWords, Google Analytics, Google Forms, Microsoft 365, Miro, Notion, Qualtrics, Visual Studio Code, Xcode

**Design:** User experience design, user interface design, design systems, rapid prototyping, prototypes, wireframes, mockups, flows, mobile apps, interaction design, service design, visual design, agile development, Scrum, product roadmaps, survey design, personas, journey management

**Research:** User Research, Usability Testing, Ethnographic Studies, Heuristic Evaluation, Survey Design, Interviews, Task Analysis, Affinity Mapping, A/B testing

**Programming Languages:** React, JavaScript, HTML, CSS, Swift, SQL