

Emily Long

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Digital Portfolio: emilylongux.com

I am a self-motivated UX Designer with ten years of experience with user experience design, user research, managing UX projects, task management, writing, and leadership.

Skills

Tools: Axure, Figma, Microsoft Office 365 Suite, Confluence, Digital Agility

User Experience Design: Interactive Prototyping, Conceptual Modeling, Journey Mapping, Information Architecture, Design Systems, Content Design, and Interaction Design

Research: User Research, Usability Testing, Qualitative and Quantitative Data Analysis

Project Management: Agile Methodology, Document Management, Onboarding and Hiring, Task Management

Soft Skills: Leadership, Writing, Communication, Presentations, Public Speaking

Clearances: Public Trust

Experience

User Experience Designer — Leidos, Woodlawn, MD: September 2022 - Present

- Lead small UX design teams to craft designs for the Social Security Administration's (SSA) Disability Case Processing System (DCPS) using the human centered design process. Designs screens assisted in reducing the Disability Case backlog by 13% with 1.22 million cases in May 2022 to 1.05 million cases in February 2025. Delivered designs include:
 - Medical Consultant/Psychiatric Consultant (MC/PC) Referrals Assignment Priorities
 - Internal Quality Review Assignment Priorities
 - In Line Ad Hoc Reviews
 - Supervisor Dashboard Redesign
 - Editing MC/PC Referrals
 - Re-review for MC/PC Referrals
- Creating and facilitating professional development activities for a UX team of over 90+ designers. Trainings include:
 - Goal Setting for UX
 - Status Report Documentation
- Editing status reports for 40+ UX projects, providing efficient and clear customer communication.
- Mentoring junior UX designers.
- Conducting over 15+ interviews for UX candidates.
- Conducting user research with user focus groups and surveys.

Human Factors Engineer II — Peraton, Woodlawn, MD: February 2022 - September 2022

- Designed and delivered screens for SSA's DCPS using the human centered design process, expanding international cases to DCPS users. Delivered designs included:
 - Assistance Requests (ARs) for International Disability Units (IDUs)
 - Functionality for International Cases
- Editing status reports for 40+ UX projects, providing efficient and clear customer communication.
- Mentored junior UX designers.

Additional Positions

- Associate Human Factors Engineer — Peraton, Woodlawn, MD: March 2021 – February 2022
- User Experience Designer — Northrop Grumman, Woodlawn, MD: September 2015 - March 2021
- Health IT Intern — Northrop Grumman, Woodlawn, MD: June 2015 - September 2015

Education

- University of Maryland Baltimore County (UMBC), Catonsville, MD — Master's of Science in Human Centered Computing: August 2016 - May 2020
- Towson University, Towson, MD — Bachelor's of Science in English Writing with a minor in Business Administration: August 2012 - May 2015
- Howard Community College (HCC), Columbia, MD — Associates in General Studies: August 2010- May 2012

Publications

- Scholarly
 - “Rapid Transitions: Experiences with Accessibility and Special Education during the COVID-19 Crisis.” *Frontiers in Computer Science*. Volume 2 -2020. 2021. [View Article here](#).
- Creative
 - “Add to Cart.” *Pen in Hand: Literary Journal*. January 2025. Pp 93.

Hobbies and Interests

- Creative Writing: Vice President of the Carroll County Chapter of the Maryland Writer's Association, member of Maryland Romance Writers
- Reading
- Spending time with my 2 dogs, my cat, my horse, and my dozen chickens