

Emily Long

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Digital Portfolio: www.emilylongux.com

Self-motivated Senior UX Designer with over ten years' experience in user experience design, prototyping, user research, usability evaluations, writing, and leadership.

Relevant Skills

Tools: Axure 11 RP Pro, Figma, Microsoft Office 365 Suite, Confluence, Digital Agility

User Experience Design: Interactive Prototyping, Conceptual Modeling, Journey Mapping

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

Project Management: Agile Methodology, Writing and Editing complex documents, Public Speaking, Presenting Designs, Leadership, Onboarding and hiring practices

EXPERIENCE

Leidos, Woodlawn, MD — *User Experience Designer*

September 2022 - Present

Duties Include:

- Lead small UX design teams through the User-Centered Design process for the Social Security Administration (SSA) on an internal Agile project, the Disability Case Processing System (DCPS). Including:
 - Working with Product and Stakeholders to determine requirements
 - Conduct User Research to discover user needs
 - Produce all design assets, including: concept designs, journey maps, user flows, wireframes, mockups, and user scenarios
 - Craft designs and functional prototypes using Axure 10 RP Pro
 - Conduct informal and formal Usability Evaluations and user heuristics on crafted prototypes and existing designs
 - Present usability findings and screens to a nationwide user base
 - Assist Product Management with writing User Stories
 - Facilitate conversations between technical and product teams regarding planned designs
 - Conduct technical groomings of user stories
- Create and facilitate professional development activities for the DCPS UX Team and the Leidos SSA UXG Team.
- Edit and manage status report documentation for SSA to maintain good communication.
- Train new employees on document management protocols.
- Conduct interviews for UX candidates for the team.

- Facilitate onboarding processes for new hires.

Peraton, Woodlawn, MD — *Human Factors Engineer II*

February 2022 – September 2022

Duties Included:

- Lead small UX design teams through the User-Centered Design process for the Social Security Administration (SSA) on an internal Agile project, the Disability Case Processing System (DCPS). Including:
 - Worked with Product and Stakeholders to determine requirements
 - Conducted User Research to discover user needs
 - Produced all design assets, including: concept designs, journey maps, user flows, wireframes, mockups, and user scenarios
 - Crafted designs and functional prototypes using Axure 10 RP Pro
 - Conducted informal and formal Usability Evaluations and user heuristics on crafted prototypes and existing designs
 - Presented usability findings and screens to a nationwide user base
 - Assisted Product Management with writing User Stories
 - Facilitated conversations between technical and product teams regarding planned designs
 - Conducted technical groomings of user stories
- Created and facilitated professional development activities for the DCPS UX Team and the Leidos SSA UXG Team.
- Edited and managed status report documentation for SSA to maintain good communication.
- Trained new employees on document management protocols.
- Facilitated onboarding processes for new hires.

Peraton, Woodlawn, MD — *Associate Human Factors Engineer*

March 2021 - February 2022

Duties Include:

- Lead small UX design teams through the User-Centered Design process for the Social Security Administration (SSA) on an internal Agile project, the Disability Case Processing System (DCPS). Including:
 - Worked with Product and Stakeholders to determine requirements
 - Conducted User Research to discover user needs
 - Produced all design assets, including: concept designs, journey maps, user flows, wireframes, mockups, and user scenarios
 - Crafted designs and functional prototypes using Axure 10 RP Pro
 - Conducted informal and formal Usability Evaluations and user heuristics on crafted prototypes and existing designs
 - Presented usability findings and screens to a nationwide user base
 - Assisted Product Management with writing User Stories
 - Facilitated conversations between technical and product teams regarding planned designs

- Conducted technical groomings of user stories
- Created and facilitated professional development activities for the DCPS UX Team and the Leidos SSA UXG Team.
- Edited and managed status report documentation for SSA to maintain good communication.

Northrop Grumman, Woodlawn, MD — *User Experience Designer*

September 2015 - March 2021

Duties Include:

- Lead small UX design teams through the User-Centered Design process for the Social Security Administration (SSA) on an internal Agile project, the Disability Case Processing System (DCPS). Including:
 - Worked with Product and Stakeholders to determine requirements
 - Conducted User Research to discover user needs
 - Produced all design assets, including: concept designs, journey maps, user flows, wireframes, mockups, and user scenarios
 - Crafted designs and functional prototypes using Axure 10 RP Pro
 - Conducted informal and formal Usability Evaluations and user heuristics on crafted prototypes and existing designs
 - Presented usability findings and screens to a nationwide user base
 - Assisted Product Management with writing User Stories
 - Facilitated conversations between technical and product teams regarding planned designs
 - Conducted technical groomings of user stories
- Created and facilitated professional development activities for the DCPS UX Team and the Leidos SSA UXG Team.
- Edited and managed status report documentation for SSA to maintain good communication.
- Trained new employees on document management protocols.
- Facilitated onboarding processes for new hires.

Northrop Grumman, Woodlawn, MD — *Health IT Intern*

June 2015 - September 2015

Duties Included:

- Assisted the User Experience Group team with actions related to the User Centered Design Process for SSA projects.
- Conducted User Research to discover business requirements for various applications.
- Conducted formal and informal Usability Evaluations for designs.
- Assisted with facilitating and notetaking formal and informal Usability Evaluations.
- Edited and managed status report documentation for SSA to maintain good communication.

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), Towson, 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: Sitting Vice President of the Carroll County Chapter of the Maryland Writer's Association
- Horseback riding