

STEPHANIE NAGY

Senior UI/UX Expert | Human-Centered Design, Accessibility & Federal Modernization

Mason, MI | (313) 670-2945 | snaggums@gmail.com | [LinkedIn](#) | [Portfolio](#)

PROFESSIONAL SUMMARY

Senior UI/UX researcher, designer, and accessibility specialist with 15+ years of combined experience translating complex user, business, accessibility, and technical needs into usable enterprise systems. Lead human-centered discovery, research synthesis, requirements analysis, design systems, prototyping, and usability evaluation for federal modernization. DHS Section 508 Trusted Tester and certified Project Management Professional with hands-on front-end development experience.

CORE EXPERTISE

HCD and UX Strategy: Research planning, stakeholder discovery, generative and evaluative research, personas, journey mapping, information architecture, content review, business-process analysis

Research and Requirements: Interviews, observation, surveys, heuristic evaluation, usability testing, synthesis, workflows, epics, user stories, functional requirements, plain-language specifications

Design and Delivery: Figma, Axure, Sketch, Zeplin, Miro, Mural, design systems, responsive prototyping, React, TypeScript, JavaScript, HTML5, Sass/CSS, Tailwind

Accessibility: Section 508, WCAG, screen-reader, manual, and automated testing

Leadership: Design and AI governance, Agile/SAFe, Jira, Confluence, stakeholder facilitation, mentoring, project management

PROFESSIONAL EXPERIENCE

Sky Solutions | UX Researcher and Designer | Remote | Oct 2023-Present

CMS Unified Case Management - Fraud, Waste, and Abuse Prevention

- Lead end-to-end UX research, design, usability testing, and CMS stakeholder collaboration for five UCM NexGen record types serving 1,200+ users across five national jurisdictions, supporting an aggressive modernization schedule and end-of-2026 legacy migration.
- Interview and observe CMS users, contractors, and business stakeholders; translate operational workflows, business rules, external dependencies, and user needs into journey maps, workflow diagrams, functional requirements, reusable design patterns, high-fidelity designs, prototypes, and implementation-ready specifications.
- Lead design and requirements sessions with product owners, business analysts, developers, and user groups; mentor junior designers in design-system use and UX best practices.
- Partner with engineers and QA to resolve implementation questions, refine designs, validate functional and accessible behavior, support user acceptance testing, and prepare workflows for release.
- Provide substantial design, requirements, testing, and delivery support for four additional UCM record types, including workflows already in production and others progressing through planned releases.

Sky AIR - AI-Assisted UX Research Platform

- Independently conceived, designed, and directed the AI-assisted development of a full-stack qualitative research platform; completed a functional MVP and continue iterative development through testable vertical slices.
- Created product strategy, UX architecture, workflows, specifications, and implementation packets for handoff to Codex; established a pipeline spanning Figma, design-system patterns, Storybook, React, FastAPI, PostgreSQL, automated tests, and Playwright walkthroughs.
- Designed the platform around inspectable evidence, source citations, provenance, human review states, and researcher oversight so AI can accelerate synthesis and access to research findings without replacing human interpretation.
- Used AI to accelerate delivery while manually reviewing, testing, and approving every handoff to preserve design consistency, accessibility, provenance, and engineering control.

Department of Defense - Defense Media Activity

- Led research, comparative analysis, component requirements, interaction design, and accessibility for a modernization pilot representing 1,000+ public-facing military websites across five publishing environments; designed 17 reusable AEM components and distinct DoD, Marine Corps, and generic themes.
- Translated user observations, stakeholder interviews, legacy-site analysis, and publishing constraints into a reusable component model and implementation guidance for a standardized AEM design system.
- Established accessibility requirements and Jira acceptance criteria, mapped accessible USWDS patterns to AEM counterparts, collaborated with Adobe accessibility specialists and developers, and tested complex interactions using keyboard review, NVDA, WAVE, ANDI, and Axe.

- Presented the research, design-system, and accessibility approach to government stakeholders; the DoD and Marine Corps themes were selected to advance into follow-on contract work beyond the initial pilot.

Medicaid.gov

- Led research and redesign of Medicaid.gov Advanced Search; the Figma prototype became the model for sitewide advanced-search patterns, contributed to a three-year contract renewal and a 2024 CMS Honor Award, and helped establish a full-time UX role.

Cronix | UX Researcher, Designer and Technical Project Manager | Remote | May 2023-Oct 2023

- Managed research, design, and development for an e-commerce engagement; conducted competitive analysis and user research and translated findings into prioritized design recommendations.
- Interviewed users and created an Axure prototype for a jewelry proposal workflow that reduced completion time by more than 75%.

Menlo Innovations | UX Researcher, Designer and Full-Stack Developer | Remote | Dec 2021-May 2023

- Conducted ethnographic research and iterative remote usability testing for two healthcare systems that helped nurses and pharmacists manage critical medical alerts.
- Facilitated transit research with people experiencing persistent poverty in Detroit; findings contributed to a successful 2023 MDOT Michigan Mobility Wallet Challenge grant.
- Developed a React, Tailwind, and Spring Boot ordering application in a paired, Agile, test-driven environment and led client-facing tours of project management, development, QA, and UX practices.

Coalition Technologies | Business Analyst, UX Researcher and Front-End Developer | Remote | Apr 2021-Nov 2021

- Implemented responsive e-commerce experiences using HTML, CSS, JavaScript, and BigCommerce; page-speed and accessibility improvements for Enjuku Racing contributed to a 27% annual revenue increase (+\$2.5M).
- Gathered client and customer requirements, scoped work, documented accessibility and performance standards, and created training materials for front-end developers.

ADDITIONAL RELEVANT EXPERIENCE

- Custom Amp Covers | UX Researcher, Designer and Front-End Developer | 2004-2021 - Designed, developed, and managed two BigCommerce stores using HTML, CSS, JavaScript, Google Analytics, and iterative conversion optimization.
- Menlo Innovations | UX Researcher and Designer | 2001-2003 - Interviewed and observed users, modeled workflows, designed medical and enterprise software, and partnered with developers through implementation and testing.

SELECTED GRADUATE UX PROJECTS

CATA Mobile Website Evaluation - Michigan State University

- Collaborated on a five-person graduate team to evaluate the mobile version of CATA's development site; conducted a heuristic evaluation and five moderated usability sessions covering four essential transit tasks before production launch.
- Calculated a System Usability Scale score of 48 against a benchmark of 68 and synthesized task performance, usability findings, and recommendations into a formal report and stakeholder presentation.
- CATA implemented selected recommendations and expressed appreciation for the team's actionable findings.

Caregiver Support Application

- Conducted mixed-methods research across two graduate courses, including 54 survey responses, secondary research, heuristic evaluations of eight products, caregiver interviews, participatory design, and moderated usability testing.
- Synthesized findings through affinity analysis, personas, journey mapping, and iterative prototyping to define five representative caregiving workflows focused on symptom tracking, care coordination, and information sharing.
- Translated research into a tested interactive prototype and AI-assisted, code-based proof of concept. The final prototype earned a System Usability Scale score of 83.5, while the product direction deliberately avoided positioning AI as an authority in caregiving decisions.

EDUCATION AND CREDENTIALS

Master of Science in User Experience | Michigan State University | Expected Spring 2028

Relevant study: AI user experience, human-AI collaboration, user research, design for interactivity, and qualitative analysis.

Bachelor of Arts in Music | Michigan State University

Certifications: Project Management Professional (PMP); DHS Section 508 Trusted Tester; Professional Scrum Master I (PSM I); OOUI Master Certified; SAFe AI-Empowered Product Owner/Product Manager

Professional Development: Nielsen Norman Group - UX Leader: Essential Skills for Any UX Practitioner; Practical AI for UX Professionals; Analytics and User Experience