

MAURICE BROWN

Senior UX Designer | Web & Mobile Products | Interaction Design & Design Systems

315-759-3404 | Maurice.c.brown15@gmail.com | Portfolio | LinkedIn

PROFESSIONAL SUMMARY

Senior UX Designer with 12+ years of experience simplifying web and mobile products for public-facing and enterprise users. Combines user research, interaction design, and reusable component systems to improve onboarding, navigation, and task completion. Work includes increasing WE NYC engagement by 17% and retention by 20%, and improving registration and verification task completion from 63% to 81%. Partners with product and engineering teams from problem definition and prototyping through implementation.

CORE SKILLS

UX & UI Design: Interaction Design | Information Architecture | User Flows | Wireframes | High-Fidelity UI | Interactive Prototyping | Responsive Web & Mobile Design

Research & Validation: User Interviews | Journey Mapping | Usability Testing | Tree Testing | Research Synthesis

Systems & Accessibility: Component Libraries | Design Tokens | Interaction States | WCAG 2.1 | Accessible Forms

Collaboration & Delivery: Stakeholder Presentations | Designer Mentorship | Agile/Scrum | Developer Handoff | Implementation Reviews

Tools: Figma | FigJam | Adobe XD | UserTesting | Maze | Jira | HTML | CSS | JavaScript

PROFESSIONAL EXPERIENCE

SENIOR UX DESIGNER

Insight Global - Virginia Department of Environmental Quality | 08/2025-Present

- Increased registration and verification task completion from 63% to 81% by restructuring onboarding into guided steps with clearer prerequisites, progress indicators, and completion feedback.
- Reorganized dashboards and record pages around status, task context, and edit permissions, using nested tabs and distinct view/edit states to clarify how users navigate permit information.
- Reduced missing-document rejections from 38% to 22% by clarifying upload requirements and displaying document status and submission feedback within the application flow.
- Established Figma components and tokens for forms, alerts, modals, and navigation; specified interaction states and reviewed implementation with engineers to resolve design discrepancies.

SENIOR UX DESIGNER

Harvey Nash | 08/2023-08/2025

- Improved task efficiency by 37% by leading four enterprise mobile tools from workflow definition through high-fidelity design and interactive prototyping, adapting task sequences for employees working in the field.
- Reduced support tickets by 27% by simplifying confusing workflow steps and clarifying interface feedback across enterprise applications.
- Mentored designers on accessible interaction patterns and shared interface standards, guiding consistent design decisions across enterprise products.

SENIOR UX DESIGNER

NYC Department of Small Business Services | 06/2023-10/2023

- Increased WE NYC engagement by 17% and retention by 20% by reorganizing public-facing content and simplifying navigation around visitor needs.
- Increased documentation submissions by 35% by streamlining the MyNYC Business submission journey and clarifying requirements before users submitted information.
- Improved comprehension by 20% by translating qualitative research findings into clearer content hierarchy, interface labels, and submission guidance.
- Presented navigation and submission priorities to business stakeholders, explaining tradeoffs between user needs, operational requirements, and implementation constraints.

UX/UI DESIGNER

NYC Department of Design and Construction | 05/2018-06/2023

- Increased employee self-service task completion by 23% by testing interaction changes with users and refining HRIS workflows based on usability findings.
- Improved design efficiency by 40% by establishing an agency-wide Adobe XD design system, enabling teams to reuse interface components and apply consistent standards.
- Increased project submissions by 84% by leading a redesign that consolidated an 11-step workflow into six steps and integrated digital signatures to eliminate paper-based approvals.
- Designed a manual alternative to digital identity proofing and electronic signatures, explaining eligibility and next steps for applicants unable to complete verification online.

UX/UI DESIGNER - CONTRACT

Citi Group | Bank Leumi | 26 Five | Innovation Group | 2014-2018

- Defined information architecture, user flows, and interactive prototypes for financial and client-facing applications, comparing design alternatives and resolving requirements before development.
- Specified interface labels, action feedback, and navigation behavior; reviewed implemented screens with developers to resolve discrepancies in the delivered experience.

EDUCATION

SUNY Albany - Bachelor of Science | May 2012

Professional Development: Foundations of User Experience (UX) Design | Google / Coursera