

J/C Jolena Close

USER EXPERIENCE SPECIALIST

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SKILLS

- User research
- User interface & interaction design
- Usability testing/evaluation
- Information architecture
- Analytics (metrics)
- Mobile app design
- Responsive design
- Wireframes/flows & prototypes
- HTML5 & CSS3
- Content Management Systems
- Accessibility
- Adobe Creative Suite
- Axure

EDUCATION

Master of Science

Human-Computer Interaction

DePaul University

2014

AWARDS

2021 Peraton Chairman's Award in Mission Success

ABOUT ME

Empathy, curiosity, problem-solving, and communication have been key to my success as a User Experience Specialist.

I love learning about users. Inviting them on the journey, seating them in the center, understanding their needs, and observing their behaviors opens you up to new creative possibilities.

My goal is to create meaningful and effective design experiences rooted in people's actual needs.

EXPERIENCE

Peraton | Atlanta, GA

February 2021 – Present

Northrop Grumman Corporation | Atlanta, GA

November 2014 – January 2021

Principal User Experience Specialist (Sept. 2020 – Present)

Peraton acquired Northrop Grumman's Federal IT and Mission Support Services business sectors in February 2021.

Provides user experience (UX) support for the Centers for Disease Control and Prevention's (CDC) COVID-19 and Monkeypox emergency response websites.

- Supports the Joint Information Center and task forces (CDC's primary points of information coordination during public health emergencies) by providing UX guidance on best practices for site structure, design, and other challenges
- Creates design solutions for complex emergency response website challenges
- Leads the enhancement and maintenance of the COVID-19 Style Guide, including a full-scale redesign to ensure consistency with new design models, key standards, and site priorities
- Leads the development and maintenance of the Monkeypox Style Gallery, including designing standardized modules and providing guidance on usage
- Serves as technical liaison between the UX, Web, and Tech teams to coordinate the development of new features and enhancements to the CDC's Web Content Management System (WCMS)
- Analyzes website metrics and supports user research and testing activities across key audiences (general consumer and healthcare providers)

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EXPERIENCE

Principal User Experience Specialist (Nov. 2016 – Sept. 2020)

Performed UX research, analysis, and design of complex web projects supporting high-level organizations within the CDC. Worked proactively with a diverse group of stakeholders under the Office of the Chief Operating Officer (OCOO), including senior management, content managers, subject matter experts, and developers.

- Led a user-centered web process integrating UX tasks into the overall development process, developing thorough and realistic plans that supported OCOO's organizational objectives
- Analyzed audiences and their information and functional needs through user research activities including stakeholder interviews, metrics analysis, and surveys
- Created wireframes, working prototypes, and other artifacts to describe the visual quality, functions, and interactions of the intended user experience
- Conducted user testing to get a baseline for existing websites, and to test proposed design solutions, including card sorts, tree tests, and usability studies

User Experience Specialist (Nov. 2014 – Oct. 2016)

Supported all aspects of the user-centered design (UCD) process for CDC's National Center for Chronic Disease Prevention and Health Promotion's public-facing websites and mobile apps (as a contractor).

- Consulted with stakeholders, communicated effectively, and translated business goals for requirements gathering
- Planned UCD strategy for projects based on customer needs, budget, and priorities, and integrated tasks into the overall development process
- Conducted user research and usability testing using proven industry best practices, including interviews, card sorts, tree tests, surveys, usability studies, and metrics analysis, defined user goals and information needs
- Evaluated legacy websites and web apps by conducting baseline tests, heuristic evaluations, and analyzed user feedback from Foresee
- Outlined recommended organization of content/information architecture based on users' mental model
- Designed clean, consistent user interfaces for various platforms, including web and mobile apps, using knowledge gained from user/product analysis
- Produced wireframes and interactive prototypes and defined user interface specifications for handoff to the development team

Texas Department of Aging & Disability Services (DADS) | Austin, TX

July 2012 – October 2014

Web Designer

Introduced and educated the agency on the benefits and value of UCD and provided strategic direction for migrating existing websites to responsive design.

- Assisted in the design and development process for site migrations using advanced web development and graphics software
- Conducted user research and site evaluations, and used Google Analytics to perform audience needs analyses
- Analyzed existing agency websites to ensure consistency with the DADS Internet policy and other agency web design standards in compliance with federal and state web accessibility requirements