
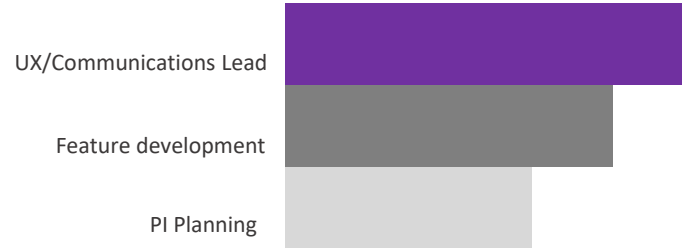


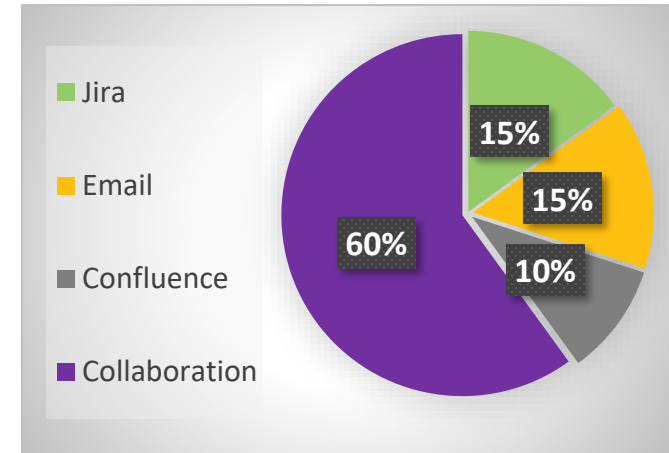


LOCATION: Elkridge, MD
AGE: 30
JOB TITLE: UX Lead
JOB LEVEL: 
EDUCATION: MS, Industrial Engineering

MAJOR ACTIVITIES



TOOLS



MOTIVATIONS

- Mitigating risks for the customers
- Working with a supportive team makes my job easier
- Being able to successfully execute plans

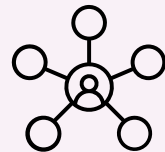
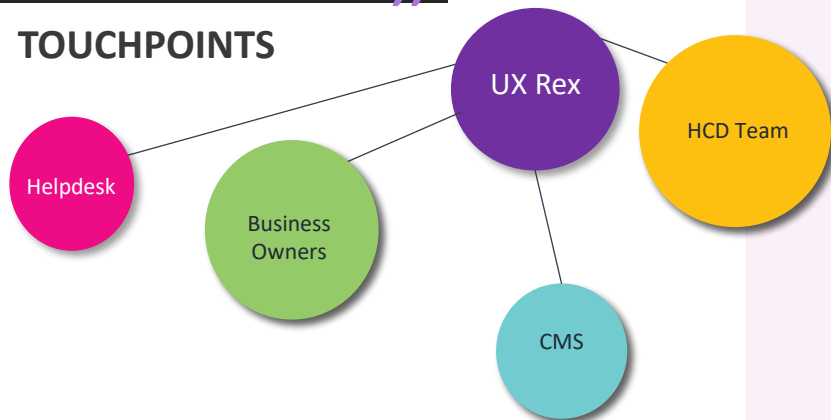
FRUSTRATIONS

- Too many silos, need to integrate more. To be more aligned
- Not having the right access to communicate with the different groups
- Groups breaking the chain of the communication process and not using proper channels
- Transitioning from contract to contract impedes decision making

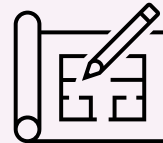
“ I take a lot of training to work on soft skills, communication and leadership. ”

DAY IN THE LIFE OF

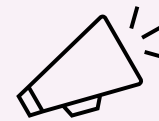
TOUCHPOINTS



Collaborating with teams



Strategy & Design



Championing HCD

