Jennifer Lycke
UI/UX Designer

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Portfolio: https://www.jenniferlyckeUX.com

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An adaptable, creative & analytical certified UI/UX Designer solving problems for high-impact clients & applications

Recent Skills

User Experience (UX) Design, User Interface (UI) Design, User Research, Wireframing, Prototyping, Human Centered Design (HCD), Gen AI, Visual Design, Usability Testing, Design Thinking, Information Architecture, Design System, Web Accessibility / 508 Compliance, Front-End Web Development, Agile, Lean UX, Business Requirements, HTML, CSS

- **Tools:** Figma, Adobe XD, Adobe Creative Suite, Microsoft 365, SharePoint, Jira, Confluence, Google Analytics
- **Security:** Current Secret Clearance; experience working with PII and sensitive data

Recent Experience

UI/UX Designer, MARCH 2023 – PRESENT Acuity Inc, Arlington, VA

- Design user interfaces and prototypes for high-impact government enterprise applications, including complex task flows and user journeys, and incorporation of AI and a Language Learning Model (LLM), to create user-friendly workflows that solve users' problems. Collaborated on these designs with stakeholders and team members.
- Conduct user testing to determine preferences and pain points, and iterate on designs to further ease pain points
- Create components for the program-wide design system to improve efficiency for designers and developers

Web Content Manager / UI/UX Designer, JULY 2008 – FEB 2023 Acuity Inc. (formerly with ManTech), Portsmouth, VA

- Improved efficiency by designing user-friendly web interfaces and digital business applications for 70,000+ United States Coast Guard users, decreasing time on task for common processes used by the command and the fleet
- Increased portal engagement and improved user feedback by establishing a successful Intranet, intuitive information architecture and interactions, and a knowledge system that became a role model for other units
- Improved customer service and business processes, by gathering user feedback, analyzing user pain points, and improving user journeys, after launch of new Intranet for 1,000+ staff, resulting in positive client feedback

Additional Experience

- Designed and developed user-friendly distance learning on award-winning CACI team for Department of Defense (DoD)
- Improved online digital presence, visual design, and branding for small businesses, startups, and non-profit organizations

Education and Certifications

- **AWS Certified Cloud Practitioner**, 2025
- **DHS 508 Trusted Tester Certification**, 2023
- **Google UX Design Certificate**, Google Coursera 2021
- **Design Thinking Certificate**, Cornell University 2019
- **User Experience Design & Development Advanced Certificate**, Rochester Institute of Technology (RIT) 2017
- **Bachelor of Arts Degree (BA),** Cum Laude, Art, Messiah College