

L e s t e r A J o n e s
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Skills Profile

- 17 Years UX/UI Experience using the latest tools and User Driven methodologies
- 10 Years of Proven Supervisory, Project Management and Execution Experience
- Usability Protocols: Card Sorting, Wire Frame development, Eye Tracker testing, Image Collaging, Heuristic Testing, Section 508 Compliance testing , Use case testing, Requirement Gathering, Workflow Analysis, AB Testing, etc.
- Development Languages, Frameworks and APIs: PHP, HTML, XML, AJAX, CSS, RSS, Javascript, Google Search API, Google Mapping API, JQuery, Amazon.com API, Google Analytics etc
- Design Prototyping and Documentation: Axure RP Pro, Adobe XD, MS Visio, Balsamiq etc.
- Productivity Tools: Microsoft Office, Google Docs, Open Office, iWork, etc.
- Application Development Tools: Adobe Creative Cloud Applications, Adobe Acrobat Professional
- Document Production: Adobe Acrobat Pro, Adobe Lightroom and Adobe Dreamweaver, Adobe Photoshop, Adobe Illustrator, etc.
- Databases: SQL, MySQL, Access
- Responsive Web Development for Mobile devices
- Led UX and Web Design Teams and Mentored interns and new hires
- Content Management System experience: HP Teamsite, MS SharePoint, Sphere, Drupal, Metadot, Joomla, Wordpress, Schoolwires, Site Executive, etc.
- Online Learning Management System Deployment and Management using Moodle
- 10 Years of Expert Level Photography experience and Post Production Work Flow Management

Educational Background

- 2021 - Harvard Extension School
Graduate Certificate: Cyber Security - 21CH-LLYL-LFSB
- 2009 - University of Baltimore
Masters of Science: Information Architecture and Interaction Design
- 2005 - Baltimore City Community College
Associates of Arts: Computer Information Systems
- 2000 - UWI
Bachelors of Science: Zoology and Botany

Employment History

10/2014 - Present - Northrop Grumman

Senior User Experience Engineer

- Currently leading the design of the new web based search applications that will be used by front line customer service staff to retrieve the account details, user documents and administrator interactions for the Social Security Administration's 335 million customers.
- Led the design of the a nationwide system that allows the customer representatives to produce compliant FOIA redacted printed customer records from within the the current web based records management systems.
- Led the design of the Nationwide Customer Chat used by the 32 million My Social Security Administration online account users.
- Led the design of the Customer Application Status Reporting System used by 32 million Social Security Administration account users.
- Lead Designer of the Multi Factor Authentication System used by the Social Security Administration
- Led the Design and Development of Web Based, database driven real time data visualization methods for the Social Security Administration for the improvement of internal dashboards.
- Performed market research to facilitate the selection of enterprise hardware and software
- Led the design of a mobile application that will be used to facilitate remote doctors' visits for CMS patients
- Managed projects using SCRUM methodologies
- Conducted Business Analysis to aid in the business development efforts
- Developed holistic visual design and pattern libraries for web and mobile products
- Managed, Conducting and facilitated user interview and testing efforts to determine the efficacy of both existing applications and to determine the requirements of new products.
- Researched and developed end user personas and workflows
- Created specific UI designs to be implemented by web developers
- Worked with web developers to research and develop user interfaces for new features and functionality
- Researched and designed industry specific user interface styles for government service needs
- Ensured Section 508 Compliance

10/2013 - Present - Project Motive

Creative and Technical Director

- Led the creative team in meeting client needs
- Served as senior lead development efforts on client projects specifically content management system deployment.
- Coordinated Project Management amongst web development and creative teams
- Assessing and procured hardware and software solutions for employee needs
- Managing client interaction the project are complete within scope
- Liaising with contractors to ensure service delivery

3/2010 to 10/2013 - Maryland Department of Human Resources

Associate Director of Interactive Technologies (Webmaster Supervisor)

- Led the Redesign of the Agency's Website: Successfully completed a total redesign of the agency's website. The new site embraces the latest in website development technologies, including integrated social media feeds, mobile device optimization, event management, document management, distributed content management etc.
- Web based Training Application: Successfully developed, deployed and maintained a state wide training application that educates and tests 1600 employees biweekly. This training program resulted in a significant reduction in the error rate in processed applications and brought Maryland into compliance with federal guidelines.
- Knowledge Base: Developed and deployed a knowledge management system that replaced the agency's old HTML based intranet. The new Knowledge Base is now searchable, easier to navigate, utilizes RSS feeds, social media etc.
- News Room: Developed and deployed a web based news room to facilitate the dissemination of agency news to the public.
- Social Media: Managed the social media presence for the agency and implemented policies that tripled the agency's social media reach.
- Supervised Staff: Supervised a team of developers and designers and led them to meet the consistently meet the Agency's goal.
- Co-Managed of the print/graphics production team in the production of complementary print and web collateral for coordinated campaigns. These included the production of brochures, training manuals, web banners etc.
- Served as the liaison to the Governor's Web team and will ensure that the DHR's websites adhere to the policies, standards and protocols set by that office
- Assisted with the recommendation of and implementation of security measures that would safeguard the continuance of DHR's website and intranet functionality
- Facilitated the training of DHR staff members to reach the level of competence required utilize the web based affordances that meet the agency's goals

- Served as the interface for DHR's web hosting vendors.
- Meet with web hosting vendors to discuss strategies to achieve DHR's goals
- Facilitated Agency Wide Web Community Web Team Meetings

2003 to 2010 - Baltimore City Community College

Webmaster

- Managed a Content Management System based website for a College that annually serves 20,000 students
- Developed and integrated web based technologies (both commercial off the shelf and in-house applications) to meet the College's strategic goals
- Installed and Managed a SharePoint based Intranet that served a staff of 500 employees
- Conducted usability studies with students, faculty and staff that resulted in the improvement of the student experience when interacting with web based eLearning applications
- Developed use case scenarios that were used in the selection of web based applications
- Developed a help desk application to process the requests sent to the Marketing and Publications department
- Deployed discussion boards to facilitate internal communication on matters of interest
- Deployed streaming videos of campus events
- Develop a content management system to publish the College policies and procedures
- Developed training materials and conducted training sessions to improve employee competence with web based applications
- Collected web usage data using Google Analytics and reported it to upper management to assist in the gauging the efficacy of marketing initiatives.
- Deployed custom search engines using the Google Search API
- Integrated social media into the College's marketing strategies.
- Troubleshoot and resolved application and hardware failures.
- Managed relationships with external vendors that provide web hosting and hardware support
- Deployed the colleges social media presence of Facebook and YouTube
- Supervised teams for the development and deployment of projects and the maintenance of applications and infrastructure