

JYOTI SAUNA

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PROFESSIONAL SUMMARY

Seasoned UX design leader with 25+ years of experience delivering intuitive, user-centered digital products. Expertise in UX strategy, service design, and human-centered methodologies across federal, nonprofit, and enterprise environments. Proven track record leading cross-functional teams, modernizing complex systems, and creating accessible, high-impact experiences. Recognized for strong communication, stakeholder alignment, and design execution that drives measurable improvements in usability, engagement, and service delivery.

WORK EXPERIENCE

LEAD USER EXPERIENCE STRATEGIST / DESIGNER

BOOZ ALLEN HAMILTON — McLEAN, VA | DEC 2017 – PRESENT

LEAD UX STRATEGIST / DESIGNER — **DISASTERASSISTANCE.GOV / FEMA | 2018 – PRESENT**

- Lead UX strategy and design for FEMA's disaster assistance ecosystem, including the Online Application, Call Center experience, Survivor Portal, and DisasterAssistance.gov.
- Conduct user research (interviews, usability testing, personas, journey mapping, heuristic evaluations) to identify pain points and inform design decisions.
- Create storyboards, user flows, wireframes, and interactive prototypes to communicate solutions.
- Facilitate workshops with leadership to define product vision, scope, roadmaps, and feature prioritization.
- Present research findings and design recommendations to stakeholders and executive leadership.
- Manage requirements, timelines, deliverables, and stakeholder expectations across multiple workstreams.
- Collaborate with federal partners to improve the end-to-end disaster survivor experience.

Major Accomplishment: Recipient of the **2024 Service to the Citizen Award** for digital service excellence.

UX/UI LEAD — **BENEFITS.GOV | 2020 – 2021**

- Led ongoing UX evaluation and redesign efforts to improve usability, accessibility, and Section 508 compliance.
- Conducted user research and analyzed site data to design a guided questionnaire that simplifies benefit discovery and application.
- Redesigned GovLoans and SSABest websites with modern UI patterns and improved information architecture.
- Developed unified design systems and style guides across multiple platforms.

Major Accomplishment: Designed a data-driven chatbot that improved user navigation and information retrieval.

UX/UI DESIGNER — **GRANTS.GOV** | **2018**

- Led UX/UI design for Application and Registration & Authorization modules.
 - Conducted user interviews and usability walkthroughs to validate design decisions.
 - Simplified complex forms to improve completion rates and reduce user errors.
 - Partnered closely with developers to ensure alignment between designs and implementation.
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LEAD DESIGNER / UX DESIGNER

SOCIETY FOR HUMAN RESOURCE MANAGEMENT (SHRM) | **2011 – 2017**

- Designed responsive, mobile-first web experiences across SHRM's digital ecosystem.
- Managed end-to-end design projects, including research, wireframes, prototyping, and visual design.
- Led creative direction, mentored designers, and collaborated with cross-functional teams.
- Created interactive tools and subsites to support membership, advertising, and events.

Major Accomplishment: Received Outstanding Performance Award for the mobile redesign of SHRM.org.

SENIOR WEB DESIGNER / UX COORDINATOR

MISSIONFISH.ORG | **2007 – 2011**

- Designed and maintained MissionFish US and UK platforms supporting eBay Giving Works.
- Created microsites, campaign pages, and marketing collateral.
- Redesigned platform interfaces to improve usability and donor experience.

Major Accomplishment: Designed a campaign that raised \$3.5M for Haiti earthquake relief.

SENIOR GRAPHIC & WEB DESIGNER

CENTER FOR PUBLIC INTEGRITY | **2005 – 2007**

- Led design and content management for investigative journalism projects.
- Produced interactive visualizations, infographics, and digital storytelling tools.
- Created print collateral including reports, newsletters, and press kits.

Major Accomplishment: Designed the site for **“Divine Intervention, U.S. AIDS Policy Abroad,”** winner of the SPJ Award.

GRAPHIC & WEB DESIGNER

STARTEC GLOBAL COMMUNICATIONS | 2000 – 2005

- Designed and maintained intranet, extranet, and public-facing websites for U.S. and Canada markets.
- Created user-focused tools for billing, account management, and user profiles.
- Produced marketing collateral and advertising materials.

EDUCATION & CERTIFICATIONS

- University of Houston – Certificate in Strategic Foresight (2024)
- Nielsen Norman Group – Master’s Certificate in User Experience (2019–2022)
- Human Factors International – Certified Usability Analyst (2018)
- General Assembly – Certificate in User Experience Design (2016)
- Montgomery College – Webmaster Certification (2001)
- Montgomery College – Graphic Design with the Computer (2000)
- University of Poona, India – B.A., English (1986)

SKILLS

Vibe Coding, Prompt Engineering, Figma, Axure RP, Sketch, Adobe Creative Suite, InVision, Mural, Design System Management, Agile/Scrum, Lean UX, Design Thinking, Google Analytics, Wireframing, Prototyping, User Interviews, Usability Testing, Information Architecture, Accessibility (WCAG), HTML5, CSS (Basic Knowledge)