

Julie McMullen

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PROFESSIONAL SUMMARY

Early-career UX designer with experience designing and evaluating enterprise digital experiences. Skilled in Figma, wireframing, interactive prototyping, user flows, user research, usability testing, competitive analysis, and accessibility. Experienced collaborating across disciplines, presenting design decisions and translating complex requirements into clear, intuitive, and inclusive user experiences.

UX SKILLS & TOOLS

UX Design

Wireframing · Low-fidelity & high-fidelity prototyping · User flows · Interaction design · User personas · Visual design · Journey mapping · Information architecture

Research & Evaluation

User research · Usability testing · Competitive analysis · Research synthesis · Accessibility/WCAG

Design Fundamentals

User-centered design · Typography · Layout · Visual hierarchy · Color theory · Inclusive design

Tools

Figma · Adobe InDesign · Adobe Photoshop · Adobe Experience Manager (AEM) · Mural · Jira · Microsoft 365 · Slack · Google Workspace · ChatGPT · Microsoft Copilot · IBM Bob · Google Gemini · Balsamiq · Lucidchart

EDUCATION

University of Colorado Colorado Springs | Colorado Springs, Colorado | 2026

Bachelor of Arts in Technical Communication and Information Design, Concentration in User Experience

4.0 GPA | SALUTE Veterans National Honor Society

PROFESSIONAL EXPERIENCE

IBM | UX Design & Information Architect Intern, IBM.com, Global Affairs | Austin, TX | May 2026–July 2026

- Audited 675 IBM.com Product Finder entries and conducted competitive analysis to identify opportunities to improve product discovery, filtering, navigation, and the overall user experience.
- Designed and prototyped two Product Finder concepts, including an optimized filtering experience and a guided discovery experience that helps users explore products by business need.
- Created user flows, interaction states, and supporting interface content in Figma, including product tags and explanatory “Why it matches” content to make recommendations easier to understand.
- Evaluated 516 single-page product experiences across nine readiness dimensions and translated findings into actionable recommendations for a proposed navigation model.
- Built the Meta Card Optimizer in IBM Consulting Advantage, an AI-assisted workflow that generates concise product-card descriptions from approved product information for human review.
- Presented research findings, design concepts, and recommendations to IBM.com stakeholders, clearly explaining design decisions and supporting analysis.

Benesch | UX Technical Writing Intern | Remote | January 2025–December 2025

- Created user-centered software documentation, SOPs, and training materials for internal teams and external partners.
- Collaborated with product teams and subject matter experts to translate complex requirements into clear, usable content and visual process flows.

- Applied visual hierarchy, structured layout, and user-focused design principles to improve the clarity and consistency of technical documentation.

The Catalyst Campus for Technology & Innovation | Market Research Intern | September 2024–January 2025

- Synthesized complex market research and technical analysis into an 85-page report with visualizations and decision-ready insights for U.S. Space Force and U.S. Army stakeholders.
- Collaborated with engineers, analysts, and researchers to translate specialized findings into clear, accessible information for technical and leadership audiences.
- Applied information design and visual storytelling principles to make dense research easier to understand.

University of Colorado Denver | Digital Design Intern | Remote | January 2024–March 2024

- Designed interactive course interfaces and navigation experiences focused on usability, clarity, and accessible digital interaction.
- Evaluated and refined digital content against WCAG accessibility guidelines to support inclusive experiences for diverse users.
- Published approved design elements across university platforms while maintaining visual consistency and established design standards.

IBM | UX Design Accelerate | Remote | May–August 2023

- Applied IBM Enterprise Design Thinking to user research, research synthesis, user flows, wireframes, and iterative Figma prototypes in a collaborative enterprise design environment.

USA Weightlifting | Digital Design Intern | Colorado Springs, CO | January–April 2023

- Created instructional diagrams and interaction flows for athlete onboarding and training, applying visual hierarchy and accessible information design.

Always Elegant Interiors | Project Manager/Interior Designer | Colorado Springs, CO | April 2020–November 2022

- Managed end-to-end client projects, balancing user needs, visual design, functionality, budgets, and timelines while coordinating with clients, vendors, and other stakeholders.

Zero Fox Given | Entrepreneur/Creative Mastermind | Colorado Springs, CO | June 2014–October 2018

- Founded and operated an award-winning downtown Colorado Springs retail brand, leading visual design, customer experience, marketing, and day-to-day operations.

United States Air Force | Airman First Class | Misawa Air Base, Japan | U.S. Air Force Veteran • Honorably Discharged

SELECTED UX PROJECT

UCCS Program Finder Redesign | UX Designer and Design Challenge Winner | Remote | January 2025–May 2025

- Designed and prototyped the winning redesign of the UCCS Program Finder, selected by university UX architects and leadership for full-scale implementation.
- Created an accessible program-discovery experience with improved filtering, program comparison, and clearer program information.
- Designed a seven-question quiz to help undecided students identify programs aligned with their interests.
- Applied user research, personas, journey mapping, user flows, wireframing, iterative Figma prototyping, and usability testing throughout the design process.

CERTIFICATIONS & HONORS

- Adobe – Author and Manage Pages Using Sites | 2026
- Google AI Essentials | 2025
- Microsoft Emerging Leader Cohort | 2025
- Best of Colorado Springs, Zero Fox Given | 2016–2018