

Julie McMullen

Open to relocation to Austin, TX | (719) 553-8363 | juliemaymcmullen@gmail.com | [Portfolio](#) | [LinkedIn](#)

PROFESSIONAL SUMMARY

UX designer who turns user research and product requirements into user flows, prototypes, and improved digital experiences. Recent IBM.com intern with hands-on experience in digital product design, usability evaluation, AI-assisted workflows, and cross-functional collaboration, supported by a background in accessibility, technical communication, and user-centered design. U.S. Air Force veteran completing a BA in Technical Communication and Information Design with a UX concentration in December 2026.

UX DESIGN, RESEARCH & TOOLS

UX Design & Prototyping

Figma · Wireframing · Interactive prototyping · User flows · Interaction design · Information architecture · Journey mapping · Personas · Mockups

Research & Evaluation

User interviews · Surveys · Usability testing · Competitive research · Research synthesis · Data-informed design · Accessibility/WCAG · Inclusive design

AI, Platforms & Collaboration

Generative AI workflows · IBM Consulting Advantage · Microsoft Copilot · IBM Bob · Google Gemini · Adobe Experience Manager (AEM) · Enterprise Design Thinking · Cross-functional collaboration · Design critiques · Stakeholder presentations · Mural · Jira

UX & PROFESSIONAL EXPERIENCE

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

- Designed and prototyped two IBM.com Product Finder concepts in Figma, translating research findings and product requirements into user flows, interaction states, and guided digital experiences.
- Conducted and synthesized user interviews, surveys, competitive research, and analysis of 675 Product Finder entries to identify usability and content issues and inform design direction.
- Evaluated 516 single-page product experiences across nine readiness dimensions, identifying usability and content gaps and recommending priorities for future improvements and migration.
- Built the Meta Card Optimizer in IBM Consulting Advantage, an AI-assisted workflow that generates concise product-card descriptions from approved sources for human review.
- Presented design concepts and research findings in stakeholder reviews and design critiques, explaining rationale, incorporating feedback, and refining proposed solutions.

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

- Led the UX design of a new public-facing Program Finder from research and problem definition through iterative prototyping and usability testing; the final concept was selected by university UX architects and leadership for full-scale implementation.
- Conducted user research and developed personas and journey maps to identify pain points, understand prospective student needs, and define experience requirements.
- Created user flows, wireframes, and interactive Figma prototypes for improved filtering, program comparison, clearer information architecture, and a seven-question discovery tool for undecided students.
- Used usability feedback to refine the experience and presented the final solution and rationale to university stakeholders.

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

- Partnered with product teams, subject matter experts, and users to gather requirements and translate complex technical information into clear, user-centered documentation and process guidance.
- Created step-by-step guides, training materials, SOPs, and visual process flows to make software workflows easier for users to understand and complete.
- Incorporated user and stakeholder feedback into iterative revisions while maintaining accuracy, consistency, and alignment with changing product and process requirements.

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

- Conducted qualitative and quantitative research and synthesized findings into an 85-page report with visualizations and actionable insights for U.S. Space Force and U.S. Army stakeholders.
- Collaborated with engineers, analysts, and researchers to identify meaningful patterns in complex technical information and communicate findings clearly to technical and leadership audiences.
- Applied information design and visual storytelling to make complex research easier to understand and use.

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

- Designed and published digital course experiences in Canvas and Moodle, improving navigation, content organization, and usability for students.
- Evaluated and refined digital content against WCAG standards to support clear, consistent, and inclusive user experiences.

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

- Applied IBM Enterprise Design Thinking to user research and synthesis, translating insights into user flows, wireframes, and iterative Figma prototypes in a collaborative enterprise design environment.
- Participated in design critiques and feedback sessions, refining concepts based on input from peers and IBM design professionals.

USA Olympic Weightlifting Team | Digital Design & Communications Intern | Colorado Springs | January–April 2023

- Designed user flows, instructional diagrams, and digital learning experiences to simplify athlete onboarding and training.
- Applied visual hierarchy and accessible information design principles to create clear, usable experiences for a diverse user base.

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

- Managed projects from initial client consultation through final delivery, translating requirements into functional design solutions while coordinating stakeholders, vendors, budgets, schedules, and changing priorities.

Zero Fox Given | Founder & Owner | Colorado Springs, CO | June 2014–October 2018

- Founded and operated an award-winning retail and events business, leading customer experience, visual design, marketing, operations, community partnerships, and a five-person team.

United States Air Force | Airman First Class | Dental Assistant | Misawa Air Base, Japan | Honorably Discharged

EDUCATION

University of Colorado Colorado Springs | 2026 | Bachelor of Arts in Technical Communication and Information Design, Concentration in User Experience | 4.0 GPA | SALUTE Veterans National Honor Society

CERTIFICATIONS

- Adobe – Author and Manage Pages Using Sites | 2026
- Google AI Essentials | 2025
- Microsoft Emerging Leader Cohort | 2025