

Julie McMullen

Colorado Springs, CO | (719) 553-8363 | juliemaymcmullen@gmail.com | [Portfolio](#) | [LinkedIn](#)

PRODUCT & UX DESIGNER

Product and UX designer who translates user research, complex requirements, and business needs into intuitive, accessible digital experiences. Skilled in interaction design, information architecture, high-fidelity Figma prototyping, usability testing, and research synthesis across enterprise, academic, and client-facing settings. Experienced collaborating with product, engineering, research, and business teams to turn user insights into practical design solutions and iterate from discovery through delivery.

SKILLS & TOOLS

UX & Interaction Design: Figma · High-fidelity prototyping · Wireframing · User flows · Interaction design · Information architecture · Journey mapping · Responsive & adaptive design · Layout · Visual design · Accessibility/WCAG · Inclusive design

Research & Content: User interviews · Surveys · Usability testing · Research synthesis · Competitive research · Personas · UX writing · Content strategy · Technical communication

Tools & Collaboration: Adobe Creative Suite · Adobe Experience Manager (AEM) · Mural · Jira · Google Analytics · SEO · AI-assisted workflows · Generative AI · Cross-functional collaboration · Design critiques · Stakeholder presentations

PROFESSIONAL EXPERIENCE

University of Colorado Colorado Springs | Colorado Springs, CO

TCID Experience Studio Lead | May 2026–Present

- Lead a student UX consultancy supporting client projects, guiding work from discovery and scoping through research, design, prototyping, and delivery.
- Translate client needs into project requirements, user flows, and design recommendations, selecting research and design methods appropriate to each problem.
- Review work and mentor student team members, providing feedback on interaction design, visual design, research, usability, and accessibility.
- Lead client meetings and present research findings, prototypes, design rationale, and recommendations, incorporating stakeholder feedback into subsequent iterations.

Research Assistant, AI-Enhanced UX Workflows – C3 Innovation | August 2026–Present

- Investigate and test how generative AI can support UX research and product design through tool evaluation, workflow experiments, user interviews, usability testing, and comparison of AI-assisted and traditional methods.
- Design and prototype AI-enhanced UX workflows to evaluate where AI can improve research synthesis, analysis, ideation, content creation, and design quality while identifying where human judgment remains necessary.
- Evaluate AI outputs for usefulness, accuracy, and limitations, and develop recommendations for responsible use within UX research and design workflows.
- Authored *Before You Build: A Practical UX Guide for the UCCS Innovation Lab*, helping students and community members apply UX methods to digital product ideas.

IBM | IBM.com, Global Affairs | Austin, TX

Information Architect Intern | 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, improved filtering, and guided product discovery.
- Synthesized findings from user interviews, surveys, competitive research, Google Analytics data, and a 675-entry Product Finder audit to identify user pain points, content issues, and opportunities to improve the experience.
- Evaluated 516 product experiences across nine readiness dimensions to identify usability, content, and information architecture gaps and help teams prioritize future improvements and migrations.
- Built the Meta Card Optimizer, an AI-assisted workflow that generated concise product descriptions from approved sources while maintaining human review for accuracy and quality.
- Partnered with product, engineering, and business stakeholders to review concepts, discuss feasibility and tradeoffs, present design rationale, and iterate on solutions based on feedback.

Benesch | Remote

Technical Writing Intern | January 2025–December 2025

- Partnered with engineers, developers, subject-matter experts, and users to gather requirements and understand software workflows for new and changing applications.
- Created and standardized user guides, SOPs, visual workflows, training materials, and presentation content, translating complex processes into clear, user-centered information.
- Identified missing information, confusing steps, and inconsistencies in software workflows, then collaborated with technical teams to improve clarity, consistency, and usability.

The Catalyst Campus for Technology & Innovation | Colorado Springs, CO

Market Research Intern | September 2024–January 2025

- Conducted qualitative and quantitative research and synthesized technical findings into an 85-page report with visualizations and actionable recommendations for U.S. Space Force and U.S. Army stakeholders.
- Collaborated with engineers, analysts, and researchers, using information design and visual storytelling to turn complex findings into clear, decision-ready insights.

IBM | Remote

UX Design Accelerate | May 2023–August 2023

- Applied IBM Enterprise Design Thinking to user research and synthesis, translating insights into user flows, wireframes, and iterative Figma prototypes.
- Participated in design critiques and feedback sessions with IBM design professionals, refining concepts based on research findings and iterative feedback.

USA Olympic Weightlifting | Colorado Springs, CO

Digital Design & Communications Intern | January 2023–April 2023

- Designed user flows, instructional diagrams, and digital learning experiences for athlete onboarding and training.
- Applied visual hierarchy, information design, and accessibility principles to create clear, usable content for athletes and other users.

SELECTED PRODUCT DESIGN PROJECTS

Project Aether | UX Designer, FigBuild 2026 Designathon | March 2026

- Designed a high-fidelity interactive Figma prototype for a speculative synthetic nervous-system interface, creating interaction patterns, micro-interactions, and interface states for an unfamiliar technology.
- Presented the design process and final prototype in a lightning talk at the UCCS Digital Humanities Fest, explaining key interaction decisions and the rationale behind the experience.

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

- Led an end-to-end redesign of UCCS's public Program Finder using user research, personas, journey mapping, user flows, wireframes, high-fidelity Figma prototyping, and usability testing to improve filtering, program comparison, information architecture, and guided discovery.
- Iterated on the experience based on usability feedback and stakeholder input; presented the final design and rationale to university stakeholders, and the concept was selected by UCCS UX architects and leadership for full-scale implementation.

EDUCATION

University of Colorado Colorado Springs | 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