Wesley F. Lewis, MBA

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Pacesetting digital experience professional with **14+ years of progressive agile team coaching and leadership**, **user experience (UX) design**, and **management consulting**. Cleverly fuel the development of elegant, intuitive, and novel digital products, delivering undeniable results to federal clients and users. Curate and mentor high-performing, cross-functional teams (co-located and distributed) obsessed with building amazing user experiences.

✔ User-Centered Analysis	✔ Strategy Development	✔ Product Elaboration	✔ Process Re-Engineering
✔ Heuristic Evaluation	✔ Web Accessibility	✔ Backlog Refinement	✔ SDLC Management
✔ Wireframe Development	✔ Journey Mapping	✔ Scaled Agile (SAFe)	✔ Change Management

PROFESSIONAL EXPERIENCE

Lead Associate   April 2015—Present
Booz Allen Hamilton   McLean, VA

Program Advisor – Mentoring Program, Booz Allen Digital Experience
- Conceived, garnered firm leadership buy-in for, led, and now advises a mentoring program which served 60 employees across six (6) competencies, including interaction design, user research, and rapid prototyping, in its inaugural cohort

Sr. Marketplace Systems Integrator – Centers for Medicare & Medicaid Services   December 2019—Present
- Facilitated the successful infrastructure update, regression testing, and deployment of a mission-critical, Healthcare.gov consumer notice and email generation system, originally housed within a business tower, reducing architectural dependence
- Manages a backlog of various initiatives intersecting the Office of Communications (OC) and Center for Consumer Information & Insurance Oversight, ensuring consistent collaboration, and prompt issue resolution, given OC processes and priorities

Scrum Master – IRS, Web Apps, Taxpayer Digital Communications – Outbound Notices   October 2018—November 2019
- Coached and mentored two (2) federated delivery teams consisting of 21 total FTEs focused on simultaneously elaborating and delivering a digital channel to allow the IRS to securely and efficiently communicate with taxpayers in a scaled agile program
- Facilitated all team agile events; developed weekly reports and generated weekly team burnup charts to radiate progress toward sprint goals and to drive continual improvement
- Forged and leveraged transparent, collaborative relations with Product, UX, Project Management, and the business to further team efforts, resulting in more robust user stories

> Major Accomplishment: Facilitated a 49% increase in delivery team velocity over the course of two program increments. Promoted from Associate to Lead Associate in December 2019 for performance in, and leading up to, this contract role.

Deputy Project Manager and Scrum Master – IRS, Solution Engineering   June 2018—October 2018
- Co-managed a team of six (6) technical architects on an initiative to replace RRP (Return Review Program), an existing fraud detection system for the IRS; coordinated the iterative packaging and delivery of both short and long-term technical approaches to Solutions Engineering and Enterprise Applications
- Managed product backlog and client dashboard inputs; ran daily stand-ups and coordinated technical deep-dive sessions

UX Strategy, Management, and Operations Lead – IRS, Office of Online Services (OLS)   November 2016—June 2018
- Led several ideation sessions with UXD and Product stakeholders, resulting in improved collaboration between the two workstreams within the context of the OLS product lifecycle
- Developed and co-managed a framework to introduce new components into a UXD component library and design guide, defining consistent branding and functionality across the product suite
- Mediated internal conflict that impeded design team morale and productivity; coached team members 1-on-1 and facilitated group sessions to encourage healthy debate and resolution

> Major Accomplishment: Sparked a 240% increase of UXD team personnel in 3 months, resulting in improved throughput of research-informed design artifacts delivered to Web Applications for implementation.

UX Lead – OSHA.gov Drupal Migration and Injury Tracking Application – OSHA   May 2016—November 2016
- Simultaneously led two (2) UX workstreams focused on refining workflows and enforcing a unified aesthetic for OSHA.gov in the midst of a migration from a custom CMS solution to Drupal
- Developed 126 interactive wireframes depicting responsive design for a web-based form that allowed employers to submit a summary of work-related injuries via OSHA.gov
- Coached product ownership and delivery teams to incorporate lean UX principles to ensure the construction of well-defined product features that met the objectives of the agency

> Major Accomplishment: Identified and presented 27 OSHA.gov usability issues to product ownership and project management; devised and proposed feasible solutions to resolve global issues in consideration of time and cost.

UX Lead – Disaster Assistance Re-Engineering Effort   June 2015—October 2016
- Developed user flows, wireframes, and prototypes for an application that enables disaster survivors to request emergency assistance across federal, state, tribal, and other organizations
- Frequently validated concepts with developers during design process, decreasing cycle time
- Facilitated three (3) in-person workshops with Federal Emergency Management Agency (FEMA) business stakeholders to garner hard-fought buy-in to interview disaster survivors and to review concepts for a survivor application status dashboard
- Generated 17 themes informed by survivor insights, interviews, Google Analytics, usability test results and surveys; recommended 15 design enhancements to improve the survivor experience

Senior Human Factors Engineer   **April 2012—April 2015**
SRA International (now General Dynamics Information Technology, Inc.)   **Columbia, MD**
- Led UX design activities across five (5) feature teams on the Office of Personnel Management EPIC Transformation project, which modernized the background investigation process
- Improved front-end implementation efficiency by creating a style guide and directing the development of a component library
- Substantially reduced accessibility defects by creating a global Section 508 technical guide for testers and analysts

Senior Wireframe Developer and Requirements Analyst   **October 2011—April 2012**
Software Tech Enterprises   **Woodlawn, MD**
- Authored user interface standards for the Social Security Administration's (SSA) Disability Case Processing System to define functionality, Section 508 requirements, logical flows, and task-based scenarios for seven (7) wireframe developers
- Led sessions with business stakeholders to extract detailed system specifications and business requirements; ran joint application development sessions to ensure smart implementation
- Coached developers on translating wireframes and flows into working, attractive software

Senior User Interface Designer   **March—October 2011**
Systems Integration & Development, Inc. (SID)   **Washington, DC**
- Led UX research, design, and development for all applications under SID's umbrella within the Department of Labor (DOL) Employment and Training Administration office; garnered extra scope for research activities addressing disabled user needs
- Collected and synthesized qualitative and quantitative data on the E-Grants system to extract meaningful findings to inform areas of focus for information architecture and universal design

Front-End Developer and Deputy Project Manager   **October 2007—March 2011**
SAIC   **Alexandria, VA**
- Led front-end development on five (5) Securities and Exchange Commission (SEC) web applications, constructing and implementing appealing, and accessible interfaces for each
- Provided support in all phases of the software development lifecycle (from concept and requirements through launch and support) for three (3) medium-sized maintenance releases
- Assisted PM in maintaining project schedules, work breakdown structures (WBS), issue/risk logs, meeting minutes and status reports to ensure effective, ongoing stakeholder communications

TEACHING EXPERIENCE

Adjunct Faculty, Technology Management   January 2018—Present
Georgetown University School of Continuing Studies   Washington, DC

Adjunct Assistant Professor, Digital Media and Web Technology   February 2016—Present
University of Maryland Global Campus   Adelphi, MD

EDUCATION

Master of Professional Studies (MPS) in Technology Management – GPA: 3.91/4.0   August 2016
Georgetown University   Washington, DC

Certificate, Customer-Focused Product and Service Design   May 2016
Cornell University   Ithaca, NY

Master of Business Administration (MBA) - GPA: 3.0/4.0   December 2014
University of Maryland Global Campus   Adelphi, MD

Bachelor of Science (BS) in Computer Information Systems   August 2006
Hampton University   Hampton, VA

CERTIFICATIONS

	Certification	Year
	SAFe 5 Program Consultant (SPC) | Scaled Agile	Expected July 2020
Agile	Agile Coaching (ICP-ACC) | ICAgile	2019
	Agile Team Facilitation (ICP-ATF) | ICAgile	2019
	PMI Agile Certified Practitioner (PMI-ACP) | #2313183 | Project Management Institute	2019
	SAFe 5 Agilist (SA) | #46909148-6041 | Scaled Agile	2019
	Professional Scrum Master I (PSM) | Scrum.org	2018
	SAFe 5 Scrum Master (SSM) | #77594694-1560 | Scaled Agile	2018
	Certified Scrum Product Owner (CSPO) | #000459169 | Scrum Alliance	2017
	Agile Programming (ICP-PRG) | ICAgile	2016
	Certified Scrum Master (CSM) | #000459169 | Scrum Alliance	2015
UX	NN/g UX Master Certification (UXMC) | #1012077 | Nielsen Norman Group	2018
	Certified Usability Analyst (CUA) | #2016-6005 | Human Factors International	2016
	DHS Section 508 Trusted Tester | #300237 | Department of Homeland Security	2015
Other	Change Management Practitioner | Prosci	2020