

Lamar Lundy

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CAREER HIGHLIGHTS

- **FEDERAL UX** — 7+ years delivering digital experiences across FDIC, CMS, U.S. Department of State & USDA
- **HUMAN-CENTERED DESIGN** — End-to-end UX research, service design, usability testing, journey mapping & prototyping
- **AI / HUMAN-AI INTERACTION** — LLM experience design, prompt/system-message design, conversational UX & AI evaluation
- **ACCESSIBLE ENTERPRISE UX** — Section 508/WCAG, Salesforce, complex workflows & federal compliance

SUMMARY

Senior UX / Product Designer with 7+ years of experience delivering human-centered, research-driven digital experiences across U.S. federal agencies and enterprise environments. Extensive experience across end-to-end product design, UX research, service design, accessibility, design systems, and Salesforce UX, with emerging expertise in human-AI interaction and conversational experience design. Proven ability to translate complex policy, operational, and technical requirements into clear, accessible workflows and partner effectively with product, engineering, policy, and research teams.

PROFESSIONAL EXPERIENCE

Human-AI Interaction Designer | Handshake AI

Apr 2026 – Present

- Shape end-user experiences of frontier LLMs through prompt and system-message design governing tone, clarity, instruction-following, and response behavior.
- Design conversational flows and error-recovery patterns for ambiguous, adversarial, and out-of-scope user requests.
- Define evaluation rubrics measuring helpfulness, instruction-following, and factual accuracy across thousands of model interactions.
- Diagnose model failure modes through structured testing and adversarial probing; author gold-standard reference responses used for training and calibration.

User Experience Consultant | Independent Contractor

Jan 2026 – Present

- Lead end-to-end UX projects from discovery through launch, translating user and business needs into research-backed digital experiences.
- Conduct interviews, usability testing, and surveys; synthesize findings into actionable design strategy and recommendations.
- Design wireframes, prototypes, and high-fidelity web and mobile experiences while maintaining design systems and component documentation.
- Facilitate design sprints and stakeholder workshops and collaborate with product, engineering, and marketing teams to ensure design fidelity.

Sr. Salesforce / UX/UI Consultant | Capgemini Government Solutions

Jun 2024 – Sep 2025

- Led UI/UX initiatives for FDIC enterprise tools through stakeholder interviews, contextual inquiry, and workflow analysis to align solutions with user needs and reduce complexity.
- Conducted user research and co-creation workshops across MRM and OLA partners to define workflows and uncover pain points.
- Designed scalable Salesforce dashboards, custom object layouts, interaction models, and task-critical data views to improve decision-maker visibility.
- Developed prototypes and conducted usability testing, iterating information architecture and UI patterns based on user feedback.
- Partnered across policy, operations, and engineering teams to align UX improvements with business, regulatory, accessibility, and compliance requirements.
- Translated validated concepts into developer-ready specifications and supported agile delivery, UX governance, and accessible design standards.

Lead Content Designer & UX Research Lead | Fearless Tech Solutions

Dec 2021 – May 2024

Selected Federal Programs:

UI/UX Designer II | U.S. Department of State

- Modernized digital passport and visa workflows on Travel.State.Gov, improving clarity and reducing user drop-off.
- Conducted Human-Centered Design research, including moderated usability testing, to prioritize user-driven process improvements.
- Applied service design methods including journey and ecosystem mapping to improve end-to-end passport and visa

experiences.

- Designed eligibility-dependent user flows and prototypes while meeting Section 508/WCAG, policy, and federal compliance requirements.

UX Research / Content Design | Centers for Medicare & Medicaid Services

Sep 2022 – Jan 2024

- Led content design and mixed-methods UX research for complex CMS digital products, informing product roadmaps and feature prioritization.
- Translated research findings into content, information architecture, journey maps, service models, and user-centered solutions across healthcare workflows.
- Designed and optimized Medicaid lifecycle experiences spanning eligibility, enrollment support, appeals, and renewal/redetermination.
- Conducted iterative usability research with SMEs and claimants and synthesized findings into recommendations for the Appellant Portal.
- Led service design through blueprints and journey maps and ensured compliance with Section 508 and WCAG accessibility standards.
- Redesigned the Appellant Portal through UX strategy, content guidance, prototyping, and iterative validation to streamline appeals workflows and reduce task friction.

Product Designer II / UX Researcher

Dec 2021 – Jul 2022

- Redesigned the farm-loan application experience to reduce cognitive burden and improve loan readiness.
- Led discovery and journey mapping to surface friction tied to documentation and eligibility.
- Rapid-prototyped form simplification and guided-assistance models and delivered research synthesis shaping modernization priorities.

Interaction Architect | Blue Cross Blue Shield North Carolina

Nov 2021 – Mar 2022

- Designed and optimized mobile and desktop healthcare experiences—including billing, login, surgery cost estimators, and EOB tools—using UX research, wireframing, prototyping, and workflow analysis to simplify complex user journeys and improve usability.

UX Research Intern | TurboSIR

Jan 2021 – Nov 2021

- Conducted UX research to identify friction in grant workflows, translated findings into improved workflow prototypes, and evaluated generative guidance and early AI-assisted form interactions to inform more intuitive user experiences.

UX Research Intern | Maryland State Library for the Blind & Print Disabled

Aug 2020 – Dec 2020

- Improved navigation and information architecture through card-sorting research while designing prototypes that explored AI-assisted search and personalized user experiences.

CORE SKILLS

UX / Product Design: Product Design • UX/UI • Interaction Design • Information Architecture • Design Systems • Prototyping • Service Design

Research: UX Research • Usability Testing • Journey Mapping • Contextual Inquiry • Mixed-Methods Research • Human-Centered Design

Accessibility / Federal: Section 508 • WCAG • Accessible Design • Federal Compliance • Workflow Analysis

AI / Tools: Human-AI Interaction • Prompt Design • Conversational UX • AI Evaluation • Figma • FigJam • Miro • Salesforce • Adobe XD • Sketch • UserZoom • Lookback

EDUCATION

M.S., Interaction Design & Information Architecture | University of Baltimore | 2026 | UX/Wearable Technology Concentration | GPA 3.72

B.S., Multi-Platform Production | Morgan State University | 2018 | GPA 3.22

A.A., Communications | Community College of Baltimore County | 2016

CERTIFICATIONS

- University of Baltimore — User Experience Graduate Certificate
- PMP Certification — In Progress; 35 credited hours earned
- NN/g UX Certification
- Google UX Design
- Palantir AI/ML Bootcamp/Palantir Engineer Bootcam
- Fundamentals of UX/UI Design
- Scrimba UX