

JENNIFER EHLERS

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EXPERIENCE

AUGUST 2014–PRESENT

18F / General Services Administration

INNOVATION SPECIALIST - USER EXPERIENCE DESIGNER

Collaborate on multifunctional teams that design and develop products serving the American public. Conduct various forms of user research on projects in an agile and open source environment. Design user interfaces that simplify complicated processes and policies to improve user friendliness. Lead workshops to build consensus among stakeholders and advocate the value of design thinking and user research.

WASHINGTON, DC

JANUARY 2013–AUGUST 2014

Consumer Financial Protection Bureau

DESIGN AND TECHNOLOGY FELLOW - GRAPHIC DESIGNER

Collaborated on multi-functional teams that design and build web products to help the American consumer understand financial processes. Worked with other graphic designers to build and extend the brand of the CFPB.

WASHINGTON, DC

AUGUST 2012–JANUARY 2013

Avendi Media

DESIGNER

Provided daily design support for various industry-leading clients. Designed logos, websites, and emails and collaborated on larger projects.

WASHINGTON, DC

JANUARY 2012–AUGUST 2012

National Public Radio

PLATFORM DESIGN / USER EXPERIENCE INTERN

Assisted with updating and designing the NPR homepage, mobile applications, and other projects. Designed and developed NPR's responsive web page launching its new Music iPad application.

WASHINGTON, DC

AUGUST 2011–DECEMBER 2011

Stephen R. Brown Studio

DESIGNER

Responsible for the design, layout, and typesetting of *Jewel of the Mall: World War II Memorial*, a 116-page photo book featured at the White House News Photographers Association's 91st Annual Awards Dinner.

WASHINGTON, DC

EDUCATION

American University

BA, CUM LAUDE

Graphic Design and Religious Studies

HONORS: Dean's List (2009–2012); Harold J. & Ruth Pearson Book Prize (March 2012)

WASHINGTON, DC

NOVEMBER 2013–PRESENT

LEADERSHIP

DotGov Design

ORGANIZER

Help organize and facilitate quarterly meetings for government designers.

Help organize annual conferences to facilitate community growth and learning.

AIGA, WASHINGTON, DC

MAY 2010–MAY 2011

Inkblot Design

ART DIRECTOR & CO-FOUNDER

Co-founded student run design firm.

Designed websites, brochures, and other printed materials for clients.

WASHINGTON, DC

AWARDS

2016 ClearMark Winner — USCIS: Plain-language resources for naturalization

The ClearMark awards recognize the best plain language communication written for consumers.

SPEAKING

Bold Friday Fedstival

Presented the eRegulations platform to a group of federal government executives and innovators.

SKILLS

SOFTWARE

Sketch

ADOBE CREATIVE SUITE

Photoshop

Illustrator

InDesign

Premiere

MICROSOFT OFFICE

Word

Powerpoint

Excel

CODE

HTML

CSS

USER EXPERIENCE

Usability Testing

Contextual Inquiry

Journey/Story Maps

Card Sorting

KJ Method

Design Studio

Stakeholder & User

Interviews

OTHER

Photography

Publications

WORKING KNOWLEDGE OF

Video Editing