

Liah Pérez

UI/UX Designer

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Experience

HumanIT Solutions, UI/UX Designer | Remote (2021–Current)

Supporting the design and implementation of CALM, an Appian-based acquisition and contracting platform for the Centers for Medicare & Medicaid Services (CMS).

- Lead complex, end-to-end redesign efforts, delivering user-centered, accessibility-conscious solutions grounded in workflow analysis, real-world business rules, and high-impact user pain points. Maintain cohesive information architecture and 508 annotation standards across modules to support scalable design patterns and streamline dev handoff (Appian, XD, Mural).
 - Conduct UX assessments benchmarking current-state UX, UI, and 508 compliance, documenting severity and upstream/downstream impact to inform design enhancements (Excel, NVDA, ANDI)
 - Lead presentations across UX sessions, user testing, UAT, and stakeholder reviews, communicating findings clearly across technical and non-technical audiences and producing quantitative and qualitative research reports.
 - Strengthen 508 accessibility and QA practices throughout the program by writing user test scripts, conducting screen reader/keyboard evaluations (NVDA/ANDI), and partnering with the QA team to escalate issues.
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ECS Federal, Creative and UI/UX Designer | Washington, DC (2019–2021)

Designed marketing, communications, and internal web experiences for federal clients, primarily supporting the CTO Directorate at the U.S. Department of Homeland Security (DHS).

- Designed the visual and structural layout of internal web and intranet experiences, including an employee portal and informational sites, organizing content for clarity and ease of navigation (Confluence, SharePoint, XD).
- Led design and rollout of CTO branding across digital and print materials, including newsletters (GovDelivery), employee resources (Illustrator), and presentation templates (PowerPoint).
- Collaborated with cross-functional teams to deliver visually consistent solutions across communications and internal platforms.

Salient CRGT, Jr. Graphic Designer | Rockville, MD (2017–2019)

Supported internal communications and web-based projects for federal clients, primarily within the Office of Operations at the U.S. Food and Drug Administration (FDA).

- Conducted website audits on content structure, information architecture, and navigation for FDA.gov, delivering UX recommendations grounded in analytics and usability research (Google Analytics).
 - Translated user and performance data into UX insights and low-fidelity concepts, recommending improvements to content clarity and overall user experience.
 - Designed 508-compliant marketing and communications materials for internal engagement initiatives, including digital graphics, presentations, email assets, and intranet content (Sharepoint, Illustrator, Photoshop).
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Education

- Rochester Institute of Technology
BFA in Graphic Design (2011–2015)
 - Nielsen Norman Group UX Certification (2018)
 - Adobe XD Credential Certification (2020)
 - IxDF - The Interaction Design Foundation
Certification (2021)
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Skills

- UI/UX: User Research (Quantitative & Qualitative), Wireframing, Prototyping, Usability & UAT Testing, Stakeholder Presentations, Design Systems, Accessibility (WCAG/508)
 - Languages: Native Spanish and English Speaker
 - Technical: Basic HTML/CSS
 - Brand & Layout: Brand Development, Print/Layout Design, Digital Advertisement
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Tools

- Prototyping/Design: Adobe XD, Figma, Sketch
- Web Design: Appian, WordPress, Sharepoint, Shopify
- Accessibility: NVDA, ANDI
- Adobe: Illustrator, InDesign, Photoshop, Acrobat
- Atlassian Suite: Jira, Confluence
- Collaboration: Mural, Miro
- Microsoft Office: Powerpoint, Word, Outlook, Excel
- Newsletter/Email: MailChimp, GovDelivery