Duffy D Austin

UX/UI Designer | Game Designer | Focused on usability testing & rapid prototyping
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I'm a UX/UI designer with a background in game design and an interest in what guides user choices. My experience creating games through user interviews, rapid prototyping and usability testing taught me how to design effective systems that communicate intentions to the user. I've carried this lesson with me into my designs as I bring users on journeys that are both understandable and fun.

EXPERIENCE

Figma Designer — The Caraballo Group, Remote
October 2024 – Present
- Updates Figma design system assets for clients.

Editor, Publications Manager & Technology Expert —
Capital Association Management, Washington, DC
November 2018 – March 2024
- **Managed the project for an online accreditation process** during the COVID-19 pandemic over the course of a month by integrating virtual webinars and automatic certificate distribution. This certified over 1,000 members and increased association membership by nearly 20%.
- **Developed online association guideline hosting platform, including instructions** for how to access and navigate document.
- **Performed A/B** testing on marketing emails to improve open and click-through rate by 10%.
- **Designed over 800 graphics and videos** for marketing campaigns, updating the visual design and user interface for the company, following brand guidelines while updating it for current tastes.

Web Designer — *MilSpec Medical, Remote*
March 2022 – April 2022
- **Redesigned client website** through heuristics evaluations, creating a new sitemap and **prototype** of the new design, and putting the stakeholder in touch with a developer to implement the changes.

Editor — *Infused Solutions at Uniformed Services University of the Health Sciences, Bethesda, MD*
November 2014 – March 2015 / March 2016 – November 2018
- **Edited publications** and ensured they **complied** with accessibility standards established in **Section 508 of the Rehabilitation Act of 1973.**
- **Published monthly newsletter** of 10 articles based on technical interviews with subject matter experts.

PROJECTS

Skrapped Games, LLC
March 2012 – Present
- **Develops and writes rules** for games, guiding users in how to use tools and achieve their goals.
- Recruits and maintains mailing list of **over 200 participants for virtual and in-person testing.**
- **Published** case study on emotional experience design from games and how it applies to UX.

Civic Tech DC (CIB Mango Tree)
August 2024 -- Present
- **Creates scripts and interviews** reporters and political research subject matter experts from across the globe to design tool to identify coordinated inauthentic behavior online.
- **Develop user personas and user flows**, and **presents interview findings** to development teams to guide design choices.
- **Iterates sketches and mockups** of user interface, incorporating feedback from interviews.

EDUCATION

Towson University, Towson, MD — Bachelor of Science (Double Major)
May 2012
Digital Art & Design, Journalism & New Media

General Assembly, Remote — User Experience Design Bootcamp
March 2024 – June 2024
Full-time immersive student in User Experience Design program that included **over 480 hours of professional training over twelve weeks**. Utilized a hands-on approach to practice user-centered design methods, design thinking skills, team collaboration, and client relations.

SKILLS

Design:
- UX/UI Design
- UX Content Design
- Product Design
- Mobile Design
- User-Centered Design
- User Research/Testing/Interviews
- Usability Testing
- Sketches and Mockups
- User Personas
- User Flows
- Process Mapping
- Figma
- Adobe Creative Cloud (Including Adobe XD)
- HTML/CSS
- Section 508 of the Rehabilitation Act of 1973 (Accessibility Considerations)

Software Development:
- Collaboration with Developers
- Task-Tracking Software
- Optimizing Graphics for Mobile and Desktop
- Wireframes
- Storyboards
- GitHub
- Copywriting