

Stephen Levin

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PROFESSIONAL SUMMARY

UX and platform lead with 7+ years working with federally funded digital systems, from scoping and research through delivery and iteration. Comfortable owning platform strategy, running user research, and communicating the tradeoffs between usability, compliance, and timeline to leadership. Led cross-functional teams of 5–8 across UX, engineering, content, and security on platforms ranging from federal resource hubs to innovation accelerators.

PROFESSIONAL EXPERIENCE

Senior UX & Platform Operations Lead · RTI International · Durham, NC (Remote) · Nov 2022 – Present

- **The Exchange & TAGS Platform (FYSB / HHS):** Took over mid-contract as digital lead for a 7-person cross-functional team administering an ATO compliant federal resource hub. To address the discoverability problem the client identified, I ran user interviews, refactored the IA, redesigned the navigation taxonomy, and ran validation sessions before development handoff. Monthly active users grew from 3,190 to 44,098 during the engagement. Resource downloads increased 54%, from ~19.5 to ~36 per day, with 11,209 key user actions tied to core site resources.
- **Launch Innovation Accelerator (OPA):** led a 5-person team in creating an applicant recruit platform for a federally funded accelerator hub. Scoped and budgeted the project, ran co-creation sessions with coalition partners to align language and IA, to reach the client's target audience of non-traditional applicants, we ran message testing across industries. Through continuous user testing and iterations of the platform and communications strategy we saw steady growth in traffic to a peak of 2,329 monthly active users and the applicant pool grow 4x over three recruitment cycles.
- **BioData Catalyst (NIH):** Led user flow analysis across a complex, multi-system research platform to identify breakdowns in task completion and navigation. Conducted stakeholder interviews and journey mapping to surface friction points across user roles, then synthesized findings into actionable flow redesigns and communication recommendations aligned with ongoing product and engineering workstreams.

Web Project Lead / UX Researcher & Designer · RTI International · Durham, NC · 2018 – 2022

- **HEALing Communities Study (NIH):** Program lead for an 8-person cross-functional team on a public-facing research dissemination platform. Owned scope, prioritization, and delivery decisions while also serving as UX lead. Ran discovery sessions, defined measurable baselines, and drove iteration based on quantitative user data.
- **Provider Relief Bureau (HHS):** Led a content audit, redesigned the IA, and ran usability testing. Delivered final findings report that directly informed the client's platform direction.
- Facilitated scoping and discovery sessions across multiple engagements to establish MVPs, baselines, and delivery milestones.

UX Simulation Business Analyst / Agile Delivery Lead · IQVIA · RTP, NC · 2017

- Built interactive prototypes and ran group design feedback sessions for a companywide redesign of internal systems. Co-chaired the User Research Interaction Committee.

User Experience Designer / Agile Operations · Jaggaer · RTP, NC · 2016 – 2017

- Managed product backlog and sprint reviews to keep delivery aligned across a cross-functional team.
- Used Pendo and Google Analytics to surface usage trends and produce executive-level recommendations.

EDUCATION

Master of Science in Information Science

University of North Carolina at Chapel Hill

Bachelor of Arts in Political Science

University of Colorado at Boulder

CERTIFICATIONS & TOOLING

- Scrum Product Owner Certified (SPOC) · Scrum Alliance · Credential ID: 001083992

- Google UX Design Professional Certificate