

Adrian Freuen

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USER EXPERIENCE DESIGNER

User Experience Designer with six plus years of experience leading end to end design for complex web, mobile, and enterprise applications serving millions of users. Lead experience and visual design across cross-functional teams, partnering with engineers and product managers to deliver intuitive, high-quality software. Strong background in user research and workflow analysis, translating real-world insights into scalable designs through wireframes, high-fidelity mockups, and interactive prototypes

EXPERIENCE

Defense Health Agency - Web and Mobile Technologies

Senior User Experience Designer

Tacoma, WA • January 2024 - Present

Contractor: GoldenTech Systems

Embedded senior UX designer supporting large scale digital platforms serving 9.5+ million users, partnering closely with product managers, engineers, analysts, and stakeholders.

- Lead UX and visual designer across multiple large scale products, guiding experience direction from early discovery through final implementation.
- Partner directly with developers, product managers, and analysts to design intuitive, highquality applications that balance user needs, technical constraints, and business goals.
- Conduct enduser research, workflow analysis, and usability testing, observing applications in realworld contexts and synthesizing insights into actionable design improvements.
- Design clear information architecture and end to end user journeys, improving clarity, efficiency, and adoption across mobile and web platforms.
- Communicate design intent through sketches, wireframes, high fidelity mockups, and interactive prototypes to align teams and accelerate development.
- Create and evolve scalable design systems and components, improving consistency, speed of delivery, and long term maintainability.
- Embed UX validation into Agile workflows, ensuring designs are tested, iterated, and refined alongside development.
- Design accessible, responsive interfaces that meet WCAG and Section 508

SKILLS

Branding & Marketing,
Interface Design,
Interaction Design,
Information Architecture,
Product Usability,
Responsive & Accessible Design
(WCAG / Section 508)

METHODS

Usability Testing,
Competitive Comparative Analysis,
Research Synthesis,
Persona Development,
508 Compliance,
Low-High Wireframes,
Rapid Prototyping,
Agile Workflow

SOFTWARE

Figma,
Adobe XD,
Photoshop,
Illustrator,
InDesign,
Invision,
Sketch,
Miro,
Jamboard,
Jira/Confluence

LEADERSHIP

Stakeholder Engagement,
Public Speaking/Briefing,
Mentorship,

AWARDS

Attain Way Achievement Award
Recognized by corporate leadership
for UX/UI excellence.

MAXIMUS Extraordinary Performers

Honored for outstanding UX contributions for DHA, including work addressing equity and racial disparities in governed systems.

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EXPERIENCE CONTINUED

Defense Health Agency - Web and Mobile Technologies

Senior User Experience Designer

Tacoma, WA • September 2019 - January 2024

Contractor: Attain/Maximus

- Delivered UX solutions for native mobile applications, responsive web platforms, PWAs, and SharePoint tools, supporting both public users and internal operational teams.
- Led end to end usability studies, including test planning, execution, synthesis, and stakeholder readouts.
- Partnered with product and engineering teams to define requirements, create user stories, and align on roadmap priorities.
- Designed internal dashboards and workflows that improved task clarity, reduced friction, and increased team efficiency.
- Established standardized templates and UX patterns that accelerated delivery and improved consistency across multiple products.
- Contributed to design reviews, demos, and internal communications, increasing UX visibility and adoption across teams.

EDUCATION

General Assembly

User Experience Design Immersive

Seattle, WA • January-May 2019

University of Oregon

Masters of Fine Arts in Printmaking

- Summa Cum Laude

Eugene, OR • August 2004 -

June 2007

Gonzaga University

Bachelors of Fine Arts in

Printmaking & Ceramics

- Cum Laude

Spokane, WA • August 1997 -

May 2001

REFERENCES

References are available
upon request.