

EMILY HOWARD

Bethesda, MD | (214) 763-4884 | emcathow@gmail.com | [portfolio](#) →

EXPERIENCE

UX Designer

The Urban Land Institute | March 2025 – Present

- Led end-to-end UX research on individual projects across a portfolio of 120+ websites, 3 member tools, and a mobile app
- Conducted user testing and redesigned the live chat experience, resulting in a 15% improvement in the average SEQ score and a 33% increase in user-reported sentiment toward the agent
- Advocated for and independently implemented research-first design practices and accessibility compliance (WCAG AA)

UX/UI Designer

Easy Dynamics | March 2023 – November 2024

- Led design from requirements to high-fidelity mockups and interactive prototypes for a web app awarded Phase 1 SBIR funding by the Air Force
- Ensured UI consistency by documenting use cases and elements in a style guide
- Collected product feedback through panel interviews and concept testing with a Customer Advisory Board

Lead UI Designer

The SHER Agency | November 2020 – February 2023

- Led design from concept to hand-off for 20+ projects across diverse industries
- Promoted to Lead UI Designer by consistently applying user-centered design principles, contributing to 100% year-on-year organizational growth

UX/UI Designer

Freelance | June 2020 – August 2020

- Applied a data-driven approach, combining user testing and a survey, to inform design decisions for a client website redesign, resulting in a 200% increase in user engagement

EDUCATION

Brandeis University | Master of Science in User-Centered Design | 2026

The UX Design Institute | Professional Diploma in UX Design | 2020

George Washington University | Bachelor of Arts

TOOLBOX

Adobe XD | Figma | FigJam | Miro | Qualtrics | UserTesting | WAVE | Microsoft Clarity | Google Analytics

HARD SKILLS

Wireframing | Prototyping | Information Architecture | UI Design | User Research | Responsive Design | UX Design | User Testing