

HARLAN WEBER UX DESIGNER. USER RESEARCHER. DESIGN MANAGER.

Government Experience

Massachusetts Bay Transportation Authority :: Customer Technology

Director of Design OCTOBER 2018 – CURRENT

Lead and support a team of UX and visual designers in an interdisciplinary department charged with bringing novel ideas, modern standards, and a user-centered approach to technology for public transit in Greater Boston.

Oversee design and research activities across rider- and operations-facing initiatives, including the development of web tools for riders, environmental display content, dispatching software, communications design and strategy for public outreach, and marketing for fare products. Help set organizational strategy with CTD leaders from tech, data, product, and project management groups. Collaborate with other MBTA departmental partners to develop new project proposals for design, research, and strategy work.

Product Manager, GLIDES APRIL 2018 – SEPTEMBER 2018

Led a cross-functional team developing operations software for dispatchers on the MBTA's Green Line light rail, in an experimental, labs-type setting. Developed product vision and strategy, and aligned product goals with MBTA priorities and strategy. Worked with Green Line stakeholders on development and deployment strategy. Managed product backlog, performed field usability research with product users, and provided direction on UX design. Developed wide-scale pilot approach and success metrics.

Commonwealth of Massachusetts :: Technology Services & Security

Director of Design & Service Innovation FEBRUARY 2016 – MARCH 2018

Founding member at Massachusetts' first digital services team. Oversaw internal and public-facing design activities, focused on the redesign of Mass.gov. Hired, mentored, and provided creative direction to in-house and vendor UX teams on interaction design, visual design, discovery, and user testing. Set and maintained design vision for Mass.gov's design system.

Collaborated with tech, product, data, and content teams on product strategy and execution. Guided state agency leaders toward embracing user-centered design and content strategy. Presented work to the public through speaking engagements. Helped define Digital Services team processes and operations.

Senior User Experience Designer JULY 2015 – JANUARY 2016

Innovation Fellow, User Experience Design JUNE 2014 – JUNE 2015

Led UX design, user research, and evaluative testing efforts on the development of an online portal for state public housing applications as part of the inaugural class of Commonwealth Innovation Fellows. Developed and managed an in-house rapid prototyping team called GovNext.

Education

Carnegie Mellon University

Master of Design: Communication Planning & Information Design

State University of New York: Albany

Bachelor of Arts: English
Graduate cum laude

Oxford University, St. Edmund's Hall

Semester abroad
Concentrated in Creative Writing

Extracurriculars

Code for Boston

Founder & Lead Organizer

SEPTEMBER 2012 – CURRENT

Launched and run a civic tech volunteer community of designers, developers, researchers, and activists. Grown community to 5500+ general members. Launched 12 web applications. Coordinate weekly hack night event averaging 60 attendees, and two annual hackathons of 80+ attendees. Engage municipal partners on technology, design, and policy projects.

Stadium Journey

Founder & UX Lead

JUNE 2009 – FEBRUARY 2012

Developed information architecture, interaction flow, and visual design for a sports travel website. Helped create company business model, strategic plan, and operating principles.

IxDA Boston

Boston Chapter Co-administrator

JULY 2009 – JULY 2012

Planned and organized events for the Boston chapter of the Interaction Design Association, an international professional organization for designers.

Toolkit

Design

Photoshop, Illustrator, InDesign, Sketch, InVision, a lot of whiteboard markers

Code

HTML, CSS, JavaScript (a little), GitHub, Sublime Text

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Corporate Experience

OnForce, Inc.

Senior User Experience Designer NOVEMBER 2013 – MAY 2014

Interaction Designer DECEMBER 2010 – OCTOBER 2013

Drove the UX vision and strategy for OnForce's web and mobile products. Championed the HCD process across the Product and Technology groups. Led UX design, visual design, user research, and evaluative testing efforts for OnForce's web and mobile apps, and public website.

Intuit :: Innovation Lab / Design Innovation Group

Interaction Designer OCTOBER 2009 – NOVEMBER 2010

Worked alongside engineers and product managers as part of an internal research and development group tasked with exploring user needs and new business / product opportunities through field research, rapid prototyping, and in-market product testing.

Agency Experience

Catapult Thinking

Designer | Researcher JUNE 2007 – JULY 2008

Performed user research, design, and brand strategy functions for a Boston-based creative consultancy that blended research, design, and strategic thinking to guide clients in producing world-class product and brand experiences.

Insight Product Development

Interface Designer | Researcher NOVEMBER 2005 – MARCH 2007

Participated in ethnographic research efforts and UI design activities as part of an integrated team of mechanical engineers, industrial designers, and user researchers for a Boston-area product consultancy focused on medical and industrial products.