Bree Douthitt
USER EXPERIENCE DESIGNER AND USER EXPERIENCE RESEARCHER

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EXPERIENCE

UX Designer / Researcher, MetroStar Systems, Inc. - *October 2021 - Present*
Led UX design and research across government, financial services, and internal operations projects, applying mixed-methods research and human-centered design to deliver intuitive, data-driven solutions.

- Designed and validated a modern learning platform that replaced outdated systems, improving clarity and navigation while aligning with the U.S. Web Design System. Deployed surveys and heatmaps to combine user feedback with behavioral data, ensuring updates addressed real user pain points.
- Streamlined complex intake and account workflows for a machine learning–based tool, increasing user comprehension and confidence. In-tool surveys and testing confirmed significant improvements, with 80%+ positive feedback and ongoing metrics established for roadmap planning.
- Created a bulk policy processing tool that reduced manual effort for administrators by simplifying workflows and aligning interface design with task priorities.
- Developed a certification-tracking resource that improved visibility into internal skillsets, enabling project managers to allocate resources more effectively. Card sorting and audits informed data organization, making certification searches faster and more intuitive.
- Facilitated recurring workshops with stakeholders and end users, strengthening collaboration and ensuring design decisions balanced business needs with user priorities

UX Design Intern, MetroStar Systems, Inc - *June 2021 – August 2021*
Supported the digitization of a paper-based resource tracking process, improving visibility for project managers.

- Created a research plan and moderation guide to digitize a paper-based tracking process, improving visibility for project managers.
- Conducted 5 interviews, 11 surveys, and a heuristic review, identifying 6 key pain points across 2 personas.
- Designed 3 user flows and wireframes, clarifying instructions and informing a beta chatbot; prototypes were approved for implementation.
- Presented findings in a company-wide showcase and published an internship blog post that continues to receive active views.

Webmaster, Lambda Theta Alpha Foundation, Inc. - *Apr 2020 – Jul 2021*
Designed and launched the organization's new website, improving navigation and overall user experience.

- Promoted from Graphic Design Intern as the organization's first Webmaster, independently managing a national nonprofit's website.
- Designed and launched the new site, strengthening navigation, branding consistency, and overall user experience.
- Maintained and updated content, while training leadership to ensure long-term site sustainability.

EDUCATION

M.S., Human-Computer Interaction, University of Maryland, College Park, MD (2022)
B.F.A., Graphic Design, Salisbury University, Salisbury, MD (2019)

CERTIFICATIONS & TRAININGS

Designing AI Experiences, Nielsen Norman Group, '25, **Intro to Inkblot Design™**, Project Inkblot, '23, **Social and Behavioral Responsible Conduct of Research**, CITI Program, '20

TOOLS & SKILLS

Research Methods: Mixed methods (qual & quant), usability testing, surveys, interviews, participatory design, card sorting, heatmapping, analytics review, benchmark testing
Tools: Figma, FigJam, Hotjar, Optimal Workshop, WAVE, Google Tag Manager, Google Analytics, JIRA, Confluence
Core Strengths: Rapid research cycles, cross-functional collaboration, storytelling, stakeholder alignment, problem framing, inclusive design, design systems