SKILLS

PRODUCT DESIGN

Product Design
Interaction Design
Information Architecture
User Flows
Wireframing
Prototyping
Design Systems
Accessibility & Inclusive Design

RESEARCH

Usability Testing
Site Mapping
Affinity Mapping
Competitive/Comparative Analysis
User Interviews
User Personas
Journey Mapping

SOFTWARE

AI Tools (Claude, GitHub Copilot, Figma Make, VS Code)
Figma
Sketch
Miro
Marvel
Adobe CC (Photoshop, Illustrator, XD)
Microsoft Office Applications (Excel, Word, and PowerPoint)
Basic HTML, CSS, and JavaScript

EDUCATION

General Assembly

New York, NY
User Experience Design Immersive
December 2021 - March 2022

The University of Colorado Boulder

BS in Strategic Communication with Certificate in Technology Arts and Media (TAM)
May 2021

SARAH LUDLOW

Product Designer | UI/UX | New York, NY
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EXPERIENCE

Senior Consultant, UI/UX Designer

Booz Allen Hamilton | Veterans Affairs *December 2023 - June 2026*

- Designed and shipped end-to-end digital product experiences for complex enterprise applications supporting over 29,000 personnel, translating business and user requirements into intuitive, accessible workflows and interfaces
- Led cross-functional collaboration with product owners, business analysts, developers, and stakeholders across a 40+ member team, facilitating discovery sessions, design reviews, and feedback cycles to align business goals, user needs, and technical requirements
- Researched and prototyped accessible product experiences to solve usability challenges, validating workflows and interaction patterns through iterative design while ensuring Section 508 compliance
- Drove modernization initiatives by applying product design best practices, interaction patterns, design heuristics, and consistent experiences across products and platforms
- Partnered with the Design System Management team to define, test, and refine reusable components and patterns, balancing usability, accessibility, and engineering requirements
- Served as lead designer for several development teams throughout the product lifecycle, communicating design intent, providing annotated specifications, and partnering through Agile delivery to ensure successful implementation
- Partnered with senior leadership and program stakeholders to understand evolving business priorities, regulatory requirements, and modernization goals, translating insights into actionable product design decisions
- Leveraged AI tools including Claude, GitHub Copilot, and Figma Make to accelerate research synthesis, ideation, content generation, and prototyping workflows

UI/UX Designer

Booz Allen Hamilton | Veterans Affairs *November 2022 - December 2023*

- Designed intuitive experiences for enterprise applications, creating wireframes, prototypes, and user flows that improved usability and accessibility
- Translated requirements into intuitive design solutions and delivered annotated specifications to developers
- Presented design concepts to stakeholders and refined solutions based on feedback
- Supported the Design System Management team by contributing components and maintaining templates and patterns
- Collaborated with designers, product owners, and developers in an Agile/Scrum environment to meet sprint goals
- Conducted heuristic and accessibility reviews to ensure compliance with federal guidelines and standards