Crystal Tompkins

UX Product Designer specializing in complex, enterprise-scale digital products where user-centered design drives measurable outcomes. Proven track record of reducing manual workflows by 99%, reducing opt-outs to 7% across 27.5K users, and migrating legacy design systems to Figma. Section 508 Trusted Tester certified with active Public Trust clearance.

EXPERIENCE

Phase 2 Technology: Senior UX Designer

September 2022 - Present, Portland, Oregon/Remote

- Led end-to-end design system modernization for a federal agency, migrating from Axure to Figma and building scalable component libraries used across multiple product teams.
- Achieved 93% immediate adoption of a redesigned navigational system across 27,000 users, with only 7% opting out, by leading research, product strategy, and design from discovery through implementation.
- Accelerated delivery on a high-value federal workstream by partnering with engineers to define requirements and designing reusable, consistent components that reduced development hours.
- Drove product decisions by conducting on-site user research at government field offices, including contextual inquiry and user shadowing, and synthesizing findings into actionable insights and artifacts that reduced time-on-task for users.
- Reduced a manual process from 4 hours to 3 minutes by identifying an unmet user need and designing new functionality within an existing product.
- Informed product strategy through a mixed-methods research practice including user interviews, surveys, usability testing, affinity mapping, competitive analysis, and heuristic evaluations, synthesizing findings into actionable insights that addressed diverse user needs and pain points.
- Conducted heuristic evaluations, information architecture analysis, and staff interviews for Gunderson Health, assessing career platform usability and identifying opportunities for improvement.
- Peer-nominated for company values recognition three consecutive years, reflecting consistent contributions to team culture, collaboration, and knowledge sharing.

UX PRODUCT DESIGNER

Portfolio: crystaltompkinsdesign.com
Email: crystal@crystaltompkinsdesign.com
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Phone: 971.222.4721

CERTIFICATES

Level 5: Public Trust
Federal Security Clearance

Trusted Tester: Section 508 Certification
Federal Digital Accessibility

TECHNICAL SKILLS

Design & Prototyping:
Figma, Axure, Sketch, Miro, Mural, FigJam, InVision, Sketching & Wireframing, Interaction Design, Responsive Design, Information Architecture, Design Handoff, Visual Design, Adobe Suite, Vector Illustration,

Research & Strategy:
User Research, User Interviews, Affinity Maps, Journey Maps, User Testing, Product Strategy, Competitive Analysis, Heuristic Evaluation, Persona Development, Survey Design, Contextual Inquiry, Jobs to Be Done (JTBD), Data Visualization, Data-Informed Design,

Design Systems & A11y:
Figma Design Systems, Libraries, Accessibility, WCAG Standards, Component Documentation, Section 508 audits,

AI & Emerging Tools:
Claude Code, ChatGPT, Figma Make, Prompt Engineering,

Collaboration & Communication:
Stakeholder & Instructional Presentations, Cross-functional Collaboration, Storytelling, Mentorship,

TechFleet: UX Lead

August 2022 - October 2022, Portland, Oregon/Remote

- Strengthened the design team's capabilities by leading the interview and selection process for UX apprentices.
- Led product design for a donation page and Slack integration at Beela.se, driving the iterative process from discovery through delivery as design lead.

Freelance Work: UX Product Designer

July 2021 - Present, Portland, Oregon/Remote

Gardenstead:

- Partnered with the client and design team to define and deliver strategic growth offerings end-to-end, spanning personas, user flows, wireframes, usability testing, and high-fidelity interactive prototypes.
- Shaped product strategy by synthesizing competitive analysis, heuristic evaluations, user interviews, and affinity mapping into insights that surfaced diverse user needs and informed design decisions.
- Influenced executive decision-making by presenting research findings and strategic recommendations directly to the CEO and Marketing Director.

Caregiven Mobile App:

- Improved product usability by leading research, strategy, and implementation of a user-centered visual hierarchy, delivering a more intuitive end-to-end experience.
- Expanded product reach by increasing accessibility for over 27% of users through universal design principles and WCAG accessibility standards.
- Supported business growth by designing co-branding assets and B2B partnership materials used in funding presentations.

EDUCATION

UX Design Certification

Springboard UX Career Track

Master of Education, Art Education

Portland State University

Bachelor of Fine Arts, Graphic Design

Oregon State University