

## **MANVI VALENTINE DRONA**

**UX Specialist | UI Designer | UX Researcher**

U.S. Citizen

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### **PROFESSIONAL SUMMARY**

UX Specialist, Researcher/UI Designer with 20+ years of experience delivering accessible, research-driven digital solutions across U.S. federal, private, and non-profit sectors. Proven expertise supporting large-scale government modernization programs through UX research, usability evaluation, enterprise UX standards, and high-fidelity UI design. Deep knowledge of Section 508 / WCAG compliance, U.S. Web Design Standards, design systems, and cross-functional collaboration within complex, policy-driven environments.

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### **CORE SKILLS**

#### **User Experience (UX)**

- UX research (interviews, surveys, card sorting, focus groups)
- Heuristic evaluations & UX audits
- Personas, journey mapping, task analysis
- UX requirements definition & synthesis
- Usability testing & evaluation

#### **User Interface (UI) Design**

- UI wireframes, screen-level designs, and interaction patterns
- High-fidelity interactive UI prototypes
- Responsive and cross-device UI design
- Figma (primary), InVision, Adobe XD

#### **Accessibility & Web Standards**

- Section 508 & WCAG 2.1 compliance
- U.S. Web Design Standards (USWDS)
- Accessible forms, navigation, and content patterns
- Accessibility audits and remediation guidance

#### **Design Systems & Handoff**

- Enterprise UX design system contribution & governance
- Component usage, usability, and accessibility documentation
- Developer-ready handoff (Figma / Zeplin)

#### **Technical Fluency**

- HTML5 & CSS3 (design-side fluency)
  - Angular, Markup, React, Python
  - Drupal, WordPress
  - AI MLL
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### **PROFESSIONAL EXPERIENCE**

#### **Leidos — Senior UX Specialist**

**September 2022 – May 2025**

- Supported the **Social Security Administration (SSA)** on an internal document processing application used by agency staff to manage, review, and process high volumes of records.

- Conducted UX audits and heuristic evaluations to identify usability, accessibility, and workflow inefficiencies impacting productivity and accuracy.
- Led UX research with internal users, subject-matter experts, and support teams to uncover pain points within complex, policy-driven workflows.
- Developed personas, user scenarios, and journey maps to clarify internal user needs across document intake, processing, and review tasks.
- Designed and delivered **iterative high-fidelity UI screen designs and interactive prototypes** for each application workflow, incorporating usability findings, stakeholder feedback, and accessibility requirements.
- Evaluated workflows against **Section 508 and WCAG accessibility standards**, identifying navigation, form usage, content structure, and interaction barriers.
- Through **collaborative UI design iterations** with stakeholders and development teams, eliminated redundant steps and streamlined end-to-end document processing workflows.
- Delivered actionable UX, UI, and content recommendations aligned with technical, regulatory, and operational constraints.

#### **VA QTCM Examinee Portal — UX Audit, Research & Design Recommendations (Leidos)**

- Conducted a comprehensive UX audit of the VA QTCM Examinee Portal registration and onboarding experience.
- Performed UX research with internal stakeholders and support desk teams to identify usability, accessibility, and content clarity issues contributing to user friction.
- Produced prioritized UX, accessibility, and UI design recommendations aligned with federal usability and accessibility standards.

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#### **Social Security Administration — Enterprise UX Design System UX Design Standards, Usability & Accessibility Guidance**

*(Leidos engagement)*

- Served on the **SSA enterprise UX Design System team**, supporting **all public-facing and internal SSA applications** across the organization.
  - Researched, authored, and maintained **enterprise-mandated UX, usability, and technical guidance** required for adoption by all SSA digital projects.
  - Developed detailed component-level documentation defining usage scenarios, interaction behavior, usability considerations, and **Section 508 / WCAG-compliant accessibility requirements**.
  - Ensured UX standards were consistently applied across multiple SSA products, reducing design inconsistency, cognitive load, and accessibility risk at scale.
  - Collaborated with UX designers, developers, and product teams to support adoption and ensure guidance was practical and implementable within real system constraints.
  - Translated UX research and accessibility requirements into **clear, actionable guidance** supporting consistent UI implementation across the SSA enterprise.
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**Department of Labor — Women’s Bureau**  
**Senior User Experience Designer**  
**September 2018 – September 2022**

- Led UX design and content modernization for the Women’s Bureau’s migration to **Drupal 8**, supporting a major federal platform upgrade.
- Designed solutions spanning **public-facing digital experiences** and **internal content management workflows**, improving usability for the public and efficiency for editorial teams.
- Conducted UX research, content audits, content mapping, and reformatting to migrate legacy content into structured, accessible Drupal components.
- Defined information architecture, user journeys, and task flows to improve navigation clarity and content findability.
- Designed **UI wireframes, page layouts, and interface patterns** aligned with responsive design principles and U.S. Web Design Standards.
- Ensured full compliance with **Section 508 and WCAG accessibility requirements**, remediating accessibility gaps and establishing reusable accessible patterns.
- Collaborated with stakeholders, content editors, and developers to streamline end-to-end content publishing workflows.
- Designed and launched the Women’s Bureau **100th Anniversary public-facing campaign website**, including UX planning, UI design, and content coordination.

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**Booz Allen Hamilton — UX Designer / Content Strategist**  
**October 2017 – July 2018**

- Supported multiple **federal modernization initiatives** for clients including **NASA, DoD, GSA, FDA, and the U.S. Air Force**.
- Conducted UX research, usability assessments, and requirements analysis within highly regulated, policy-driven environments.
- Designed **UI wireframes and high-fidelity interactive prototypes** for public-facing and internal web and application experiences.
- Collaborated closely with engineers, product owners, and stakeholders to translate complex requirements into implementation-ready UX and UI solutions.
- Provided **Section 508 accessibility assessments and design recommendations** to ensure federal compliance.
- Supported responsive, mobile-first UI design aligned with U.S. Web Design Standards and cross-browser best practices.

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**ADDITIONAL FEDERAL UX & UI EXPERIENCE**

- **NASA (EO4SDG):** UX enhancements and UI design for a public-facing WordPress site; improved usability and content clarity.
- **GSA (GSAXcess.gov):** UX strategy and **high-fidelity UI prototypes** for search and filtering redesign with accessibility focus.
- **U.S. Air Force (FORGE):** **UI wireframes and interactive prototypes** for internal web and mobile applications.
- **U.S. Food & Drug Administration (FDA):** UX research, mobile-first UI design, content governance, and Section 508 accessibility assessments.

- **Department of Defense (DPAA, ICEWS, IARPA OSI):** UX research, information architecture, and UI interaction design for mission-critical systems.
  - **Legal Services Corporation:** Led UX strategy, UI design, website consolidation, usability optimization, and content governance across multiple properties.
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## **EDUCATION & CERTIFICATIONS**

- SAFe Agile Certified
- B.A., University of Delhi
- Interior Design, New York University