

Patrick Mulder

pwmulder.com | pwmulder@gmail.com | (952) 201-0601 | Houston, TX 77450 | [linkedin.com/in/pwmulder/](https://www.linkedin.com/in/pwmulder/)

Product Designer

- Accomplished Senior Product Designer with over 10 years+ of experience delivering scalable digital product solutions across enterprise, healthcare, and government sectors.
- Proven track record of leading end-to-end product design initiatives in Figma, transforming complex user journeys and ambiguous business challenges into intuitive, user-centered shipped experiences within fast-paced Agile environments.
- Adept at transforming ambiguous business challenges into intuitive, user-centered shipped experiences within fast-paced Agile environments.

Professional Experience

Pwmulder.com

2015 – Present

Freelance Product Designer

- *Delivering design-centric front-end development, user flows, user journeys, and comprehensive journey maps across the full SDLC for a diverse clientele.*
- *Applying strict Human-Centered Design principles to build responsive, highly optimized, and WCAG-compliant digital interfaces that align modern web trends with business growth.*
- *Leading end-to-end UX phases primarily in Figma—including competitive research, wireframing, interactive prototyping, and systematic user testing—to establish robust information architecture.*
- *Partnering with diverse industries and professional services to bridge the gap between complex technical execution and intuitive user experiences, consistently maximizing usability and outcomes.*
- *Integrating modern AI tools into user research synthesis and Figma workflows to accelerate discovery phases, automate repetitive component mapping, and generate rapid variations for low-fidelity prototyping without compromising WCAG standards.*

Alpha Omega, Remote

Dec 2022 – Sept 2025

UX Design Lead

Served as a government contractor for Alpha Omega, supplying development and design resources to the Department of Homeland Security (DHS). Contributed to long-term \$100M initiatives related to the modernization of the immigration system, leading cross-functional teams of designers and developers.

- *Co-created a clear vision, roadmap, user journeys, and comprehensive journey maps in Figma to align cross-functional stakeholders and define the strategy for immigration system modernization.*
- *Partnered closely with Product Managers and four engineering teams during Agile ceremonies—including sprint planning and backlog refinement—to balance technical trade-offs with user value.*
- *Translated ambiguous business requirements into intuitive user flows, interactive prototypes, and scalable, accessible design systems using Figma.*
- *Shipped early releases that optimized complex workflows, significantly improving interface speed, usability, and systemic operational consistency.*

Patrick Mulder

pwmulder.com | pwmulder@gmail.com | (952) 201-0601 | Houston, TX 77450 | [linkedin.com/in/pwmulder/](https://www.linkedin.com/in/pwmulder/)

Amazon (AWS FinTech), Remote

Jan 2022 – Jul 2022

Sr. User Experience Designer

Contributed to Amazon's team tasked with developing and overseeing financial technologies and systems, specifically focusing on transfer pricing and the standardization of product pricing across various countries.

- Applied Human-Centered Design principles to resolve a client's pricing standardization issue across multiple countries.
- Through in-depth discovery and close collaboration with developers and stakeholders, an accessible, WCAG 2.1 AA-compliant solution was delivered for enterprise-wide use.
- Maintained design system alignment and component libraries using Figma to streamline high-fidelity UI design and developer handoff, maximizing software delivery efficiency.

CVS Health, Remote

May 2021 – Oct 2021

Sr. User Experience Designer

Collaborated with a team concentrated on developing an internal retail store application designed to enhance the ability of retail associates to provide superior customer service.

- Applied Human-Centered Design principles to create influential, user-friendly screens for mobile platforms that aligned with company standards.
- Delivered intuitive solutions by integrating WCAG 2.1 AA accessibility requirements and conducting iterative design loops using Figma to establish design consistency across multi-step workflows.

Cotiviti, Eden Prairie, MN

Aug 2019 – May 2020

U.S. Regional Lead UX Designer

Cotiviti provides healthcare tech for payment accuracy, risk adjustment, quality, and engagement, using data to cut costs, improve care, ensure accurate claims, and enhance retail outcomes. Designed a data analytics app for efficient government healthcare reporting.

- Applied Human-Centered Design principles while leading a multinational effort, funded by the National Committee for Quality Assurance in Washington, D.C., to standardize healthcare analytics between the U.S. government and insurance providers.
- Through user-focused interactive prototype testing in Figma, WCAG 2.1 AA compliance was ensured, a comprehensive design system was scale-mapped for project consistency, and enterprise-wide standards were established to optimize user experience.

Optum State Gov't Solutions Ops, Minnetonka, MN

Mar 2018 – Dec 2018

UX Lead / Product Designer

An entity under UnitedHealth Group, Optum State Government Solutions Ops refers to Optum's operations and services that specifically support state governments in managing their health and human services programs.

- Applied Human-Centered Design principles while leading cross-functional teams to modernize a confidential West Virginia state infrastructure project encompassing intranet, public, and agency portals.

Patrick Mulder

pwmulder.com | pwmulder@gmail.com | (952) 201-0601 | Houston, TX 77450 | [linkedin.com/in/pwmulder/](https://www.linkedin.com/in/pwmulder/)

- Created an enterprise-grade design system in Figma, managed interactive prototyping, and validated concepts through iterative usability testing.
- Shipped a modernized public infrastructure solution that delivered a verified 58% reduction in overall operating costs while safeguarding end-user service quality.

MN Department of Human Services, St. Paul, MN

January 2017 – July 2018

Lead Web Content Manager

The MN Department of Human Services (DHS) is a state agency dedicated to supporting Minnesotans through vital social programs and services, and resources for children, seniors, and individuals with disabilities.

- Applied Human-Centered Design principles while consulting for the Minnesota state government in 2017 to design the Minnesota Autism Portal—a mobile-friendly, WCAG 2.0 AA-compliant site built with SDL Tridion 2013 CMS.
- Designed and shipped an accessible web product serving 100,000 users by synthesizing qualitative insights from user research with state-level compliance mandates.

Skills

Core Technical Skills: Product Design, UX/UI Design, Figma, Wireframing, High-Fidelity UI Design, Interactive Prototyping, Journey Mapping, User Flows, Information Architecture, Usability Testing, Design Systems, Agile Methodology, AI-Assisted Design Tools

Tools & Collaboration: Jira, Confluence, FigJam, Accessibility (WCAG 2.1 AA / Section 508), UX Research

Education

The Art Institutes Int'l, Minneapolis, MN AA, Interactive Media Design

Nielsen Norman Group, UX Master Certification, Present