

Patrick Mulder

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

Senior User Experience Designer

Accomplished UX professional with significant experience designing digital UX solutions for organizations across diverse industries, including healthcare, government, and enterprise.

Extensive expertise in conducting user research, identifying user needs, ideating innovative solutions, prototyping, and usability testing to deliver effective, user-centered outcomes for clients.

Recognized for modernizing legacy systems, building accessible design systems, and driving measurable improvements in usability, efficiency, and user satisfaction.

Professional Experience

Pwmulder.com

April 2004 – Present

Founder and Principal

Deliver design-centric front-end development and comprehensive UX strategies across the full SDLC for a diverse clientele. Apply strict Human-Centered Design principles to build responsive, highly optimized, and WCAG-compliant digital interfaces that align modern web trends with business growth.

Lead end-to-end UX phases—including competitive research, wireframing, interactive prototyping, and systematic user testing—to establish robust information architecture. Partner with diverse industries and professional services to bridge the gap between complex technical execution and intuitive user experiences, consistently maximizing usability and outcomes

Alpha Omega, Remote

Dec 2022 – Sept 2025

UX Design Lead

Alpha Omega is a government contractor supplying development and design resources to the Department of Homeland Security. I worked on long-term \$100m initiatives related to the modernization of our immigration system, leading teams of designers and developers.

DHS's decade-old ELIS system was slow, error-prone, inaccessible, and stifled innovation. Applying Human-Centered Design principles, I led a six-person design team for Alpha Omega while serving as the primary point of contact with the client's pre-existing design team and directing four development teams. Through collaborative discovery with officers, adjudicators, and key stakeholders, we co-created a clear vision, roadmap, and accessible design system for ELIS modernization and a new refugee/asylum platform. Early releases delivered significantly improved speed, usability, and consistency, earning strong praise from officers and recognition from leadership.

Amazon (AWS FinTech), Remote

Jan 2022 – Jul 2022

Sr. User Experience Designer

I worked on Amazon's team tasked with developing and overseeing financial technologies and systems. Specifically, I focused on transfer pricing, the standardizing product pricing across various countries.

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I 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, I delivered an accessible, WCAG 2.1 AA-compliant solution for enterprise-wide use. I also maintained a consistent style guide and leveraged Adobe XD, InVision, and Figma to streamline design and development processes, resulting in high client satisfaction.

CVS Health, Remote

May 2021 – Oct 2021

Sr. User Experience Designer

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

I applied Human-Centered Design principles to create influential, user-friendly screens for mobile platforms that aligned with company standards. By integrating WCAG 2.1 AA accessibility requirements and conducting iterative design work, I delivered intuitive solutions while developing and maintaining a style guide to ensure design consistency across the project.

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. I designed a data analytics app for efficient government healthcare reporting.

I 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 prototype testing, I ensured WCAG 2.0 AA compliance, created a design system for project consistency, and established company-wide UX standards that optimized user experience and operational processes.

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.

I 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. Using advanced design tools, I created a comprehensive design system, managed prototyping, and finalized content—earning company awards for collaboration and innovation. The work delivered a 58% reduction in childcare costs (from \$21M in 2015 to \$8.8M in 2025, saving \$13.1M) while maintaining high 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.

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I 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. Through close collaboration with state agencies and UX research, I created a valuable resource now serving 100,000 Minnesotans with autism, soft-launched at the 2018 Odyssey Conference.

StepStone Group

November 2014 – January 2015

Sr. Web/UX Designer

StepStone Group was a Savage, Minnesota-based digital agency specializing in web development, design, and UX services. In 2014, they were known for creating responsive, accessible websites and conducting deep research for diverse clients.

As a Content Project Manager, I transformed PSD mockups into responsive, WCAG 2.0-compliant interfaces while modernizing digital assets within Agile and secure environments. I led comprehensive UX campaigns by conducting competitive research, developing audience personas, and applying Human-Centered Design methods to ensure high-quality experiences across all platforms.

Menards, Inc.

July 2014 - November 2014

Sales/Customer Service

Menards is a major Midwest home improvement retailer headquartered in Wisconsin. It is best known for its extensive building supplies and signature 11% rebate program.

This role focused on driving sales and providing exceptional customer service within the kitchen, cabinet, and millwork departments. Responsibilities included specialized kitchen and cabinet design and expert consultations on appliances and millwork solutions.

Bolin Marketing

May 2013 – June 2013

UI/UX Design/Front-end Developer

Bolin Marketing is an award-winning brand experience agency based in Minneapolis that has specialized in strategic brand transformation for over 70 years. The firm delivers integrated marketing solutions across digital, video, and design to create human-to-human connections for global B2B and B2C clients.

Collaborated in an Agile, secure environment to convert PSD mockups into HTML5 and CSS3 for a high-profile CMS interface. Applied Human-Centered Design best practices to deliver a high-quality product ahead of the projected six-week schedule.

Long-term care Insurance Advisors, Inc.

November 2011 – May 2012

UI/UX Design/Front-end Developer

Long-term Care Insurance Advisors, Inc. specializes in providing expert brokerage services and personalized planning for long-term care coverage. The firm assists clients in navigating policy options and securing financial protection for extended healthcare and assisted living needs.

I applied Human-Centered Design principles to design and develop a new division website and optimize existing interfaces for Long Term Care Insurance Advisors, Inc. I led the full SDLC—from wireframing and user testing to front-end development using HTML, CSS, and JavaScript—while incorporating WCAG 2.0 guidelines and SEO best practices.

JT Mega

May 2009 – July 2011

UI/UX Front-End Designer/Developer

JT Mega is an independent, full-service advertising agency based in Minneapolis that has specialized exclusively in the food and beverage industry for over 40 years. The firm leverages deep market insights and culinary expertise to deliver integrated marketing strategies, creative content, and brand activation for both Fortune 500 companies and emerging startups.

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Executed UX research, asset modernization, and UI development for Hormel Foods and Jennie-O within Agile, secure software environments. Developed interactive resources and CMS interfaces using the Adobe Creative Suite, XML, and ActionScript to deliver high-fidelity digital assets.

JT Mega

February 2009 - May 2009

UI/UX Front-End Design/Development Intern

JT Mega is an independent, full-service advertising agency based in Minneapolis that has specialized exclusively in the food and beverage industry for over 40 years. The firm leverages deep market insights and culinary expertise to deliver integrated marketing strategies, creative content, and brand activation for both Fortune 500 companies and emerging startups.

Updated Hormel Foods' internal interfaces using a proprietary CMS while modernizing and archiving legacy assets within an Agile team. Leveraged Adobe Creative Suite and front-end languages to deliver high-quality web resources and project management support for JT Mega clients.

Upscale Foods', Inc

May 2007 - March 2008

Web & Graphic Design Team Lead

Upscale Foods, Inc. was a Minneapolis-based manufacturer specializing in the production of high-quality, private-label food products for various retail and food service brands. The company focused on gourmet product development and distribution, leveraging professional culinary expertise to create market-ready prepared food solutions.

I applied Human-Centered Design principles to spearhead a comprehensive digital modernization for Upscale Foods. This involved redesigning web interfaces, updating product packaging, and implementing new office hardware and software solutions. I executed the full SDLC and UX strategy—from competitive research and wireframing to front-end development—establishing a robust market presence for the company.

Warehouse Intellect

April 2006 - August 2006

UI/UX Design/Front-end Development Consultant

Warehouse Intellect was a specialized consultancy that focused on providing strategic digital solutions and inventory management intelligence for the supply chain sector. The firm leveraged design and technology to optimize warehouse workflows and enhance operational transparency for industrial clients.

I developed interactive Flash-based user interfaces for high-profile e-learning projects in a secure agency environment. Managed the full SDLC and utilized ActionScript to create complex animations and digital assets for clients including General Electric and Xcel Energy.

Skills

Tools: Adobe CC, XD, Figma, Confluence, Jira, Axure, Balsamiq

Design Skills: Research, Wireframing, Low and High-Fidelity Prototyping,

Design Standards: Section 508, WCAG 2.0 AA

Education

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

Nielsen Norman Group, Vi UX Master Certification (Present)