

Ibraheem Cattaneo

Service & Interaction Designer

I am a human-centered Service and Interaction Designer with 10+ of experience in participatory design across various sectors, including federal insurance, industrial software, medical research, and federal student loans. My professional background involves leading the end-to-end design and execution of cohesive programs that empower global communities. As an Interaction and Service Designer, I utilize my experience to collaborate with cross-functional teams and partner directly with clients to achieve tangible outcomes.

Professional Experience

Service & User Experience Designer

Steampunk | Oct 2023 – Present

- Lead a team managing a National Flood Insurance Program by facilitating over 35 user feedback sessions and more than 50 stakeholder working sessions focused on improving the direct-to-consumer insurance quoting and policy sales experience.
- Designed and maintained an end-to-end application and lead a team of 20+ developers, resulting in an application that sold over 7,000+ insurance policies to the public.

Service & Interaction Design Senior Analyst

Accenture Federal Services | Aug 2021 – Oct 2023

- Provided 18,000,000 students, parents, spouses, and preparers with an intuitive, consistent, and transparent FAFSA application process by facilitating design thinking workshops and creating dynamic and functional prototypes.
- Provided clarity to millions of borrowers tracking their case and application activity by developing and designing a flexible and scalable tool that meets a large customer base's expectations.
- Led the design effort to revamp a virtual assistant, resulting in an increase of over 2 million additional collected messages yearly through collaboration with functional and development teams using an agile Kanban model.

Web Design (UI/UX) Analyst

NTT Data | Sep 2020 – Aug 2021

- Identified and outlined change management processes to increase employee participation rate by 140% by developing and revamping the user interfaces that streamline the support shared resources and facilities within the National Institutes of Health (NIH).
- Maximized the best user experience for our client, the NIH, by creating over 350+ responsivly design screens that retained a cohesive brand strategy while implementing fundamental user experience principles.

Communications and Graphic Designer

George Mason University | Jan 2018 – Sep 2020

Education

George Mason University

BA in Art and Visual Technology, Minor in Web Design

- 3.85 GPA
- GMU Club Baseball
- MSA Creative Director

Contact

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Social Media

[linkedin.com/in/ibraheem-cattaneo-6bbb26144](https://www.linkedin.com/in/ibraheem-cattaneo-6bbb26144)

Web

www.ibraheemcattaneo.com

Address

Ashburn, VA

Skills

- Ajax
- Adobe Photoshop
- Adobe InDesign
- Mural
- Adobe After Effects
- HTML & CSS
- JavaScript
- Adobe XD
- Sketch
- InVision
- Figma

Certifications

Human-Computer Interaction

Issued by: Georgia Tech

Foundations of User Experience (UX) Design

Issued by: Google

UX Research for Agile Teams

Issued by: LinkedIn Learning

