

James Eric Bagley

Senior UX Strategist & Product Designer | AI Strategy | Enterprise UX | Product Discovery

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SUMMARY

Senior UX Strategist and Product Designer with 15+ years of experience designing complex digital products for federal agencies, enterprise organizations, and technology startups. Combines UX leadership, technical fluency, and AI strategy to turn ambiguous business needs into clear, usable, and scalable product experiences. Helps teams define where AI can add value, where it may introduce risk, and how to design human-in-the-loop workflows that preserve trust, accountability, and decision clarity.

CORE SKILLS

UX Strategy & Product Discovery: User research, stakeholder interviews, journey mapping, service blueprinting, problem framing, requirements discovery, MVP definition, product strategy

Product Design: User flows, wireframes, prototypes, usability testing, design documentation, design systems

AI Strategy & Workflow Design: AI opportunity mapping, use case definition, human-in-the-loop workflows, automation strategy, AI value/risk assessment, prompt design, responsible AI planning

Platforms & Tools: Figma, Adobe XD, Drupal, Webflow, AEM, WordPress, React, JavaScript, HTML, CSS, Node.js, MySQL, Elasticsearch, Jira, Confluence, ChatGPT, Claude

EXPERIENCE

UX Subject Matter Expert · *Breakforth Solutions - Contractor for DOJ* - May 2024 – Present

- Serving as embedded UX SME for DOJ digital initiatives, leading discovery, user research, and design strategy across multiple product workstreams within a complex federal agency environment.
- Driving design discovery for a centralized budget visibility and tracking solution covering procurement, contract funding, invoicing, and contract administration from planning through execution.
- Translate multi-stakeholder complexity into user flows, requirements, journey maps, wireframes, and design specifications that move teams from ambiguous needs to implementation-ready direction.
- Help assess where AI could support project workflows, improve efficiency, and assist users while keeping key decisions human-led.

Co-Founder & Lead UX Designer · *Lavii Smart Tech Company (Concurrent Startup Venture)* - October 2021 – August 2024

- Co-founded and led product design and creative direction for a smart food locker startup, shaping the end-to-end experience from concept through MVP across digital, physical, and operational touchpoints.
- Defined the full user experience across four distinct user types, including customers, restaurant staff, delivery drivers, and administrators, ensuring the design addressed real operational needs for each group while remaining cohesive as a unified product system.
- Created user journeys, personas, wireframes, prototypes, brand identity, and a scalable design system that aligned engineering, operations, and business stakeholders around a clear, buildable product vision.

Senior UX Designer · *ERP International — Contractor for DISA* - September 2021 – February 2024

- Led UX strategy and design for an internal government web application, translating complex operational requirements into wireframes, interaction patterns, and design documentation for a React-based development team.
- Partnered directly with React engineers to bridge design intent and technical implementation, establishing a shared visual language that reduced design-to-development friction throughout the product lifecycle.

- Created a visual standards reference and interaction pattern library that gave the cross-functional team a consistent design foundation, reducing ambiguity and supporting scalable application development.

Lead UX Designer & Full-Stack Developer · *Erix Technologies / Media Matters* February 2018 – September 2021

- Designed user flows, wireframes, and prototypes that validated product improvements with stakeholders before development investment — reducing rework through early alignment and rapid iteration.
- Served as the bridge between UX design and engineering across Node.js, MySQL, and Elasticsearch modernization efforts, translating user experience requirements into technical implementation decisions.
- Conducted structured AI opportunity evaluation across the organization's internal product suite, identifying high-value use cases for workflow automation, research synthesis, and content summarization — and defining clear boundaries for decisions requiring human oversight — delivering a prioritized opportunity framework to organizational leadership.

Senior UX Designer & AEM Administrator · *Cascades Technologies - Contractor for FDIC* - December 2014 – January 2018

- Led UX and front-end improvements across FDIC public-facing and internal digital platforms, improving navigation clarity, search effectiveness, and content accessibility for a high-traffic federal regulatory site.
- Designed and built custom search interfaces using JavaScript, CSS, and Google Search technologies, giving users faster, more reliable access to critical regulatory information.

UX Designer & Developer · *U.S. Census Bureau* - February 2010 – November 2014

- Designed and developed responsive web applications and data display interfaces supporting internal Census Bureau operations, using HTML, CSS, JavaScript, Angular, PHP, and MySQL to improve information clarity and data-entry workflows.
- Improved usability and Section 508 accessibility across internal applications serving diverse employee groups and high-stakes operational workflows.

EDUCATION

Bowie State University · Bachelor of Science in Computer Science · May 2009

Major GPA: 3.8 · Cumulative GPA: 3.0