

Glenn Luther

User Experience Designer | UX Strategist | HCD Advocate

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NN/g UX Certified (#1061593)

SUMMARY

Award-winning User Experience Designer with 10+ years of experience leading end-to-end UX initiatives for large-scale, government-facing platforms. Proven expertise in HCD, UX strategy, and transforming legacy workflows into scalable, intuitive solutions. Recognized for cross-functional leadership, mentorship, and community impact. Skilled in collaborating on complex UX strategies, Figma, DesignOps, and accessible, user-centric design systems.

SKILLS & TOOLS

- UX Strategy & HCD – Journey Mapping, Personas, Accessibility (WCAG 2.1)
- Design & Prototyping – Figma, Sketch, Adobe XD, Miro, Confluence
- Agile & Collaboration – SAFe Agile, Scrum, Cross-functional Workshops
- Research & Testing – Moderated Interviews, Usability Testing, Feedback Loops
- Certifications – NN/g UX Management | IBM AI Foundations

EXPERIENCE

Sr. UX Designer

Leidos QTC Health Services – Remote/Hybrid | 2021–Present

- Spearheaded UX strategy and design execution for QTC's internal case management platform, serving hundreds of U.S. government agencies including Veterans Affairs and DoD.
- Designed intuitive, scalable user experiences for clinical workflows, ensuring seamless integration into IT systems that utilized APIs and other backend services.
- Introduced a modern design system and usability standards, improving platform cohesion, accessibility (WCAG compliance), and internal efficiency across departments.
- Partnered cross-functionally with product managers, engineers, solution architects, and business stakeholders to translate complex needs into cohesive end-to-end user journeys.

- Delivered Figma prototypes and design specs that energized users and stakeholders, consistently generating excitement during demos and stakeholder reviews.
- Championed a user-centered design approach grounded in research, accessibility standards, and clarity — leveraging my background in journalism and communication to surface meaningful insights.
- Mentored design interns for two years, guiding them through UX best practices, accessibility standards, and enterprise workflow challenges.
- Contributed to integrating AI capabilities into internal tools and product ecosystems, enhancing functionality while maintaining user trust and simplicity.

UX Designer / Product Analyst

AINS, Inc. – Gaithersburg, MD | 2016–2020

- Designed and implemented user-friendly interfaces for government-facing case management tools built on AINS eCase, a low-code BPM platform.
- Translated complex client requirements into intuitive workflows and forms using configuration-driven development practices.
- Delivered customized design solutions for clients such as DHS, HUD, and DOJ, balancing compliance needs with modern UI expectations.
- Conducted client discovery, usability testing, and requirements workshops to improve solution design and platform usability.
- Supported the creation of re-usable UI components, themes, and accessibility-compliant templates.

CERTIFICATIONS

- Nielsen Norman Group UX Management – Certified UX Specialist (#1061593)
- IBM AI Foundations | AI Fundamentals – Coursera Verified

AWARDS

- QTC Hero Award – For support in Afghan humanitarian effort
- People’s Choice Award – Excellence in Community Impact (Rural Health Campaign)

EDUCATION

Kent State University | Bachelor of Arts in Visual Journalism | Kent, OH | 2004

American University | Masters of Arts in Journalism & Public Communication | Washington
DC | 2007