

JOSEPH NALDO III – UX DESIGNER

Email: Joseph.Naldo@gmail.com | Phone: (240) 460-0606 | Website: joenaldo.design

EXPERIENCE

Leidos Inc, Bethesda, MD — UX Designer

Contract: ARPA-H (Active Public Trust Clearance)

4/2024–PRESENT

- Serve as UX Designer across multiple Agile Scrum teams, supporting internal applications for the Advanced Research Projects Agency for Health (ARPA-H) initiative.
- Design and iterate on the **ARPA-H Solution Site**, a secure submission portal supporting small businesses, universities, and research organizations applying for federal funding.
- Lead UX efforts for **GRACE, an AI-powered chatbot inspired by ChatGPT**, focused on improving knowledge access and productivity for ARPA-H personnel.
- Conduct **monthly guerrilla usability testing** with ~5 users per session using Figma prototypes to validate interaction patterns, identify usability issues, and inform design improvements.

Contract: FDA / CVM (Center for Veterinary Medicine), Internal CVM App

12/2023–4/2024

- Designed a proof-of-concept supply chain application for tracking veterinary drugs and devices within FDA/CVM.
- Created user flows, wireframes, and interactive Figma prototypes to communicate system concepts and workflows in partnership with business analysts and technical leads.

Contract: NIH/NHLBI, NHLBI Public Website

9/2020–12/2023

- **Led a team of three designers** supporting the [NHLBI Public Website](#), applying agile methodologies, UX research, and requirements analysis to improve usability and stakeholder satisfaction.
- Drove adoption of a component-based design approach within the Drupal WCMS, **reducing content types by over 20%** and increasing consistency and reusability across the site.
- Redesigned the public website based on accumulated UX research to meet WCAG 2.1 AA accessibility standards, optimizing color contrast accessibility for vision-impaired users.
- **Introduced a Figma-based Design System aligned with USWDS** to standardize UI components, enhancing visual consistency and streamlining designer–developer handoffs.
- Partnered with developers, UX researchers, and business analysts to prioritize features, support usability testing, and align delivery with NHLBI digital strategy.

MAXIMUS, Lanham, MD — Technical Business Analyst

Contract: IRS, Tax Check Application (TCA)

12/2018–4/2019

- Authored and updated key ELC artifacts, including the Computer Operator Handbook and System Test Plan, ensuring IRS compliance and readiness for operational audits.

Booz Allen Hamilton, Laurel, MD— Business Analyst / QA Tester

Contract: CMS, Medicaid.gov & Insurekidsnow.gov

7/2016–9/2018

- Led functional requirements gathering and user story creation in JIRA, co-facilitating client sessions and supporting Agile delivery through Scrum ceremonies and sprint planning to align teams with CMS goals.
- Maintained and validated public-facing content across **Medicaid.gov** and **InsureKidsNow.gov** using the CMS, Percussion Rhythmyx.

Dell Services Federal Government, Bethesda, MD — IT Technical Writer / Field Technician

Contract: NIAID IT Knowledge Base

12/2013–7/2016

- Built a technical knowledge base for the National Institute of Allergy and Infectious Diseases (NIAID) with 300+ articles in collaboration with subject matter experts, reducing ticket resolution time by 30% and improving both customer experience and internal efficiency.
- Delivered executive-level IT desktop support for the NIAID director, senior leadership, and over 250 federal personnel, ensuring high availability and rapid issue resolution in a high-stakes environment.

Disney Destinations (The Walt Disney Company), Celebration, FL — Business Analyst Intern

Application Documentation and Support

1/2012–6/2012

- Developed SOPs, data models, and process documentation (including SLAs and flow diagrams) to support technical partners and streamline operational workflows.

EDUCATION

Debug Academy, Drupal 8 & 9 Web Development Course

1/2022–4/2022

Bloc.io, UX & UI Design Boot Camp

11/2018–7/2019

- Completed a 500+ hour project-based UX/UI boot camp focused on research, interaction design, prototyping, and front-end fundamentals.

B.S. in Information Systems, University of Maryland, Baltimore County – 2012

CERTIFICATIONS

ITIL v4 Foundation, #GR671464166JN

Certified Scrum Master (CSM), #000655477

Mac OS X Integration 10.10