

ALLYSON WAGNER

Product Operations & Experience Leader

Team Leadership · AI Workflow Transformation · Accessibility · Cross-Functional Delivery

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SUMMARY

Product design leader who builds the structure teams thrive on — then clears the way for people to work beyond their lane. Manages a cross-functional team of five spanning design, research, and accessibility across 8+ enterprise identity, security, and public-sector products, standardizing delivery, research, and accessibility operations until the only questions left are how to improve the work. Connects functions that don't usually talk and leads the shift to AI-native, front-end-integrated delivery — pairing people leadership and operational rigor with deep expertise in accessibility, design systems, and research operations.

CORE COMPETENCIES

Team Leadership & Performance Management | Product & Design Operations | Resource Forecasting & Capacity Planning | Process Maturity & Governance | Cross-Functional Product Delivery | AI-Native Workflow Transformation | Stakeholder & Executive Communication | Research Operations | Accessibility Strategy (WCAG / Section 508 / ADA) | Design Systems & Component Governance | RFP / Business Development Support | VPAT / ACR Documentation | Product Modernization

PROFESSIONAL EXPERIENCE

Manager of Product Design | IDEMIA North America

Dec 2024 – Present

Reston, VA / Remote

Lead product experience strategy and operations for a cross-functional team of 5 — spanning design, research, and accessibility — across 8+ enterprise products spanning identity verification, security, and public-sector environments, partnering with product, engineering, PMO, business development, and leadership to align UX delivery with roadmaps, compliance, and customer readiness.

- Manage and mentor a cross-functional team of 5 — three designers, a researcher, and an accessibility specialist (plus a summer intern) — through goal setting, recurring feedback, performance reviews, workload planning, and career development, translating contributions into measurable annual review narratives.
- Led division-wide UX/UI standardization across North America and partnered with global design-system stakeholders to influence shared framework decisions, aligning regional product needs with enterprise standards.
- Scaled research and accessibility operations year over year — research delivery up 120% (5 to 11 projects), with most studies directly shaping feature development and customer requirements, and accessibility evaluation/documentation output from 12 to 23 deliverables.
- Forecast resources across product teams, advising leadership on capacity, priority tradeoffs, delivery risk, staffing constraints, and upcoming product needs.
- Built scalable operating models, governance practices, and steering documentation for design delivery, accessibility review, product handoff, and cross-functional alignment.
- Led product modernization of legacy and evolving platforms toward more modern, consistent, accessible, and inclusive experiences.
- Led the team's transition from static UX/UI deliverables to AI-native, front-end-integrated workflows (AWS Kiro, Figma, GitLab) — cutting design revision cycles 30%+ and authoring the pattern and design-system steering documentation that makes the approach repeatable and accessible.
- Serve as a leading internal AI adopter and support the AI Builders Guild, introducing AI-assisted steering practices across product, engineering, UX, training, documentation, and management.
- Direct accessibility strategy across the portfolio — manual evaluations, VPAT/ACR documentation, WCAG/Section 508 alignment, ADA kiosk (digital and physical) considerations, and remediation planning.
- Support 5+ RFP reviews with product experience, accessibility, compliance, and design-system input for customer-facing and business development responses, and run 2+ research initiatives per month from planning through synthesis and delivery.

User Experience Design Engineer III | IDEMIA

Apr 2022 – Dec 2024

Reston, VA

- Designed end-to-end workflows, wireframes, prototypes, and high-fidelity interfaces for enterprise identity products across regulated, public-sector environments — enrollment, case management, identity verification, and operational decision-making on mobile, desktop, and enterprise platforms.
- Translated business, technical, and user requirements into intuitive workflows alongside product, engineering, and architecture, and supported implementation by clarifying design intent and reviewing front-end output.
- Ran usability reviews, accessibility evaluations, and design validation to reduce friction, and maintained Figma components, documentation, and product-specific UX standards.

User Experience Design Engineer II | IDEMIA

Jul 2021 – Apr 2022

Reston, VA

- Created holistic design solutions addressing business, brand, technical, and user requirements, and communicated design rationale and user-centered decisions to cross-functional stakeholders.
- Conducted Section 508 compliance testing, designed to iOS, Android, and company style-guide standards, and helped develop a more efficient design system to strengthen cross-functional collaboration.

User Experience Designer | IDEMIA · Contract

Oct 2020 – Jul 2021

Reston, VA

- Produced user-centered designs within Agile teams alongside multinational developers, architects, and managers, iterating and supporting implementation.
- Designed to iOS, Android, and established style-guide standards, and conducted user testing and Section 508 compliance testing to surface usability improvements.

Earlier Experience | K12 · Fin Vs Fin

2018 – 2019

- Design Intern, Fin Vs Fin (2019) — conducted a website UX audit, presented recommendations, and implemented WordPress changes in HTML/CSS.
- UX Designer Intern, K12 (2019) — researched and demoed design-system tooling (selected for purchase), built a Sketch pattern library, and documented multi-platform components.
- Enrollment Operations Intern, K12 (2018) — supported enrollment onboarding events, staff provisioning, and performance-metric tracking.

TOOLS & PLATFORMS

Figma | AWS Kiro | GitLab | Jira | Confluence | Material UI | Sketch | Adobe Suite | UserTesting.com | AI-assisted documentation & development tools | Accessibility testing tools | Front-end sandbox / prototype environments | HTML5 / CSS3 | WordPress | Microsoft Office / Google Workspace

DOMAIN EXPERIENCE

Forensic Analysis Technology | Biometric Enrollment | Facial Identification | Fingerprint Capture & Review | Document Authentication | State & Federal Enrollment Workflows | Adjudication Platforms | Transportation Security | Law Enforcement Technology | Civil Identity | Public-Sector Digital Services | Mobile, Desktop, Kiosk & Enterprise Platforms | ADA-Compliant Kiosk Experiences

CERTIFICATIONS

Project Management Professional (PMP) · Project Management Institute (PMI)

Nov 2024

EDUCATION

James Madison University — School of Media Arts and Design

B.A., Media Arts and Design (Concentration: Interactive Design) · Minors: General Business, British Communications & Media · GPA: 3.78