

# ALLYSON WAGNER

## Product Operations & Experience Leader

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

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## SUMMARY

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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 and business-to-government (B2G) identity, security, and public-sector products — delivered as native mobile, React/Angular web, multi-tenant cloud (SaaS), and on-prem kiosk experiences — 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

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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

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### 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 and B2G products spanning identity verification, security, and public-sector environments, delivered as native mobile (iOS/Android), React/Angular web, multi-tenant cloud (SaaS), and on-prem kiosk experiences, 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 5+ enterprise identity, security, and criminal-justice products across regulated, public-sector environments — enrollment, case management, identity verification, and operational decision-making across native mobile (iOS/Android), React/Angular web, multi-tenant cloud, and on-prem kiosk.
- 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 for 3–4 enterprise identity and security products across native mobile (iOS/Android), React/Angular web, multi-tenant cloud, and on-prem kiosk — addressing business, brand, technical, and user requirements, and communicating design rationale 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 for 2–3 enterprise identity and security products within Agile teams alongside multinational developers, architects, and managers, designing across native mobile (iOS/Android) and React/Angular web, 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

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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

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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 | Business-to-Government (B2G) | Native Mobile (iOS/Android) | React / Angular Web | Multi-Tenant Cloud (SaaS) | On-Prem Kiosk | ADA-Compliant Kiosk Experiences

## CERTIFICATIONS

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

Nov 2024

## EDUCATION

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### 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