

ALLYSON WAGNER

Product Design Leader

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

Product and operations leader who manages a product experience team of 5+ and scales delivery, research, and accessibility operations across 8+ enterprise products in identity verification, security, and public-sector environments. Drive process maturity, resource forecasting, governance, and the transition to AI-native, front-end-integrated product delivery — pairing people leadership and operational rigor with deep domain 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 team of 5+ across 8+ enterprise products spanning identity verification, security, and public-sector environments — partnering with product, engineering, PMO, business development, accessibility, and leadership to align UX delivery with roadmaps, compliance, and customer readiness.

- Manage and mentor a team of 5+ through goal setting, recurring feedback, performance review documentation, 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 — major research delivery up 120% (5 to 11 projects) and accessibility evaluation/documentation output from 12 to 23 deliverables — with research directly shaping new feature development (~40%), customer requirements (~40%), and validated UX patterns (~20%).
- 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%+ to date, authoring design-system and pattern steering documentation for IDEMIA-branded components, with adoption underway across the team.
- 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 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.

UX Designer → Design Engineer III | IDEMIA | Oct 2020 – Dec 2024

Reston, VA · progressed from Contract Designer to Design Engineer III

- Designed end-to-end workflows, wireframes, prototypes, and high-fidelity interfaces for enterprise identity and security products across regulated public-sector environments — enrollment, review, case management, data capture, and operational decision-making.
- Partnered with product managers, engineers, architects, stakeholders, and customers to translate business needs into intuitive, accessible product experiences across mobile, desktop, and kiosk.
- Maintained Figma component libraries, design documentation, and product UX standards while supporting sprint planning, design handoff, and implementation review.
- Ran Section 508 compliance testing and helped establish an early design system to strengthen cross-functional collaboration.

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

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

CERTIFICATIONS

Project Management Professional (PMP)

Project Management Institute (PMI)