TREVIN WAGNER

Senior Product Designer

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PROFILE

Outcomes-driven Senior Product Designer with 12+ years of experience delivering human-centered solutions across complex, high-impact programs. Combines visual craft and systems thinking to shape strategy, align cross-functional teams, and guide design delivery from ambiguity to launch. Experienced mentor known for influencing stakeholder decisions and driving measurable improvements through inclusive, accessible design.

SKILLS

- Human-centered design
- Stakeholder management
- Strategic thinking
- Design systems
- UI design
- UX research
- Design leadership
- Workshop facilitation
- Information architecture
- Visual design
- Design Thinking
- Coaching & mentoring
- Technical collaboration
- Content strategy
- Animation

WORK EXPERIENCE

Stealth AI Startup, Tampa, FL (Remote)

Founding Product Designer   3/2025 – Present

Principal designer at a stealth AI startup, leading early product design using hypothesis-driven validation methods to de-risk assumptions and accelerate product-market fit. Establishing a foundational design system and work practices to support future growth.

Ad Hoc, LLC, Washington, D.C. (Remote)

Senior UX Designer   7/2022 – 2/2025

UX Lead on the flagship Healthcare.gov Enroll team. Applied research synthesis with human-centered design to navigate ambiguity and deliver improvements to the user journey of 16.6 million Marketplace consumers.

- Facilitated more than 20 hours of collaborative workshops driving alignment with stakeholders and partners on key initiatives.
- Led discovery and design strategy efforts—including initiative briefs, UX flows, heuristic evaluations, and competitive analysis—to inform focused, high-impact artifacts that addressed complex consumer pain points.
- Lead designer on the introduction of "saved plans" to Healthcare.gov, addressing consumers' choice overload and creating a new path to enrollment, leading to site-high engagement rate of 38% for enrollment calls-to-action.
- Ensured Section 508 compliance, collaborating with engineers to validate contrast, screen reader access, and keyboard navigation.
- Managed a UX backlog to proactively improve the user experience, balancing continuous improvement and new feature development with business needs.
- Coached and mentored fellow designers with actionable feedback to support professional growth and elevate team output.

Ridgewood Technology Partners, Reston, Virginia
Principal Product Designer   1/2017 – 7/2022
Established a Design practice infusing Lean UX, improving velocity and quality, and delivering success to Department of Defense program offices and other Federal customers.
- Led 0–1 design for speech-to-text transcript SaaS product, later acquired by a key customer.
- Redesigned an onboarding flow using first principles to transform a multi-page signup process into one required field, delivering usability improvements and reducing support tickets by >50%.
- Introduced "design spikes" to produce data-driven decisions, reducing risk and increasing delivery velocity by an average of 1.5 days.
- Earned AWS and Google Cloud Solution Architect certifications and helped establish a DevOps practice for rapid deployments to clients' GovClouds.

Triple Canopy/Constellis, Reston, Virginia
Solution Architect   8/2014 – 12/2016
UX Lead   4/2012 – 8/2014
Lead Designer   9/2010 – 4/2012
Senior Web Designer   7/2003 – 9/2010
Performed various marketing, web and graphic design, UX, and IT roles over 13 years within a startup context; collaborating with and advising leadership, project sponsors, operations, and technical staff.
- Planned and managed implementation of enterprise solutions including Salesforce, Skype for Business/Teams, VoIP migration, and cloud-based disaster recovery, saving more than $2M annually in CRM and communication costs.
- Collaborated with program Ops to deliver impactful UX design improvements to mission-critical, internal business applications.
- Championed user-first approach to system design and workflow management.
- Led the rebranding from Clayton Consultants to Clayton International, growing revenue by 20% in the first 18 months.
- Designed and developed a microsite providing students with online enrollment for training courses; paid registrations increased 400% in the first year of release.
- Served as President of the inaugural Employee Advisory Board, reporting to the CEO as a collective voice to surface program improvements, raising employee morale.

TOOLS

Design & Prototyping: Figma, Sketch, Principle, SVGator

Research & Collaboration: Maze, Optimal Workshop, Mural, Confluence, Jira, Trello

Development & DevOps: TailwindCSS, Astro, HTML, Git, Vercel, Google Cloud Platform, AWS, Azure

AI & Innovation: ChatGPT, Claude, Cursor, Midjourney