

Hope Turner

UX Design Leader | Design Operations | Accessibility Advocate

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Summary | Strategic UX design leader with 30 years of experience creating innovative, user-centered solutions. Combines expertise in user research, design thinking, interaction, and visual design to craft intuitive and engaging experiences. Passionate about accessibility and inclusive design, with a collaborative and business-minded approach. Provides leadership in design management and operations, driving efficiency and scalability in design teams.

Work Experience

Design System Program Manager (Design Operations)

U.S. Citizenship and Immigration Services, DHS | Oct 2023 – Present

- **Design System** | Leads the development and governance of a unified design system for USCIS digital products. Built and maintains the USCIS Figma web component library as the single source of truth for all public-facing design teams, ensuring consistency and efficiency. Establishes documentation and best practices to standardize design implementation. Provided the DHS HQ Web Communications team with the Figma component library, enabling all DHS agencies to adopt a shared foundation—eliminating redundancy and streamlining design efforts.
- **Figma Admin** | Managed the procurement and rollout of Figma as the primary design tool for 100+ USCIS designers (1,000+ users). Standardized workflows by replacing Adobe XD and Axure, reducing tool fragmentation and ensuring seamless collaboration. Eliminated isolated desktop file storage, enabling centralized, real-time access to design assets across teams. Continues work as Figma admin to maintain roles and workspaces. Maintains the relationship with Figma to stay current on updates and provide feedback.
- **A11y Support** | Ensures accessibility 508 compliance and provides more equitable experiences across all digital assets. Works to educate teams on accessibility best practices.
- **Collaboration** | Partners with cross-functional teams and stakeholders to implement scalable design solutions. Facilitates key agency meetings, including Figma Friday, Designer-Developer Working Group, Design System Sync and Collaboration, and Office of IT Tech Talks, fostering alignment and knowledge sharing. Actively builds relationships with designers across federal agencies to promote collaboration and industry best practices.

Senior UX Design Lead

Aquent (Apple) | Apr 2023 – Sep 2023

- **Service Design** | Completed user research and designed user journeys for Apple Wallet "Access" product.
- **UX Optimization** | Audited and made recommendations for Cosmos platform products which resulted in usability improvements and increased overall design quality. Improvements such as reducing steps and adding helpful content would empower users to complete tasks without relying on Apple support resources.

Senior UX Design Lead – IBM CloudPak for Automation

IBM Design | 2015 – 2022

- **Design Strategy** | Led the design effort for transformation of legacy on-premise applications into seamless SaaS experiences, expanding market reach and improving product efficiency, resulting in increased adoption and reduced onboarding time for new users.
- **Accessibility Focal** | Championed accessibility compliance as the go-to expert for audits, coaching designers, and embedding best practices into the design process—enhancing WCAG compliance, reducing accessibility defects, and minimizing developer rework.
- **Design Governance** | Drove platform-wide design consistency through documentation, use case reviews, and mentorship, resulting in more cohesive user experiences and a measurable increase in design efficiency, as validated by the Design and UX review process.
- **Strategic Relationships** | Fostered cross-functional collaboration with executives, product managers, and developers, aligning strategy and execution to accelerate product delivery and enhance overall user satisfaction.

Senior UX Researcher – IBM CloudPak for Automation

- **Research Program** | Established a new research program by engaging 25+ external client participants in one year. Held monthly calls with participants to understand their experience and pain points and share out new designs to gather feedback.
- **Research Repo** | Built a centralized online repository for design research plans, findings, and other deliverables. Populated the repo with multiple teams' work to help socialize important findings and reduce redundancy.

Senior UX Lead – IBM Watson Implementations Team

- **Custom UX Solutions** | Designed user flows, wireframes, and prototypes for AI-powered applications, including chatbot interfaces and exploratory concepts. As part of a highly specialized team of senior designers, developed custom solutions leveraging Watson technologies through close, on-site collaboration with clients in Canada, England, and NYC. Was the sole designer of an interactive demo that netted a new \$60M contract for IBM, showcasing the impact of user-centered design in driving business success.

Additional Experience (1994 – 2015)

UX leadership roles at IBM, SolarWinds, Pointserve, and as a freelance consultant. Led UX design and research efforts across enterprise software, IT management tools, and mobile applications. Focused on user-centered solutions, accessibility, and creating intuitive digital experiences for businesses and consumers.

Held various design roles at The Coca-Cola Company, Georgia Tech Gvu Center, Enfatico Ad Agency, WebMD, and other agencies. Contributions included designing internal digital experiences, branding, interactive presentations, and leading creative teams in digital product development. Notable projects include designing for Dell.com, developing Chrysler's award-winning kiosk, and contributing to IBM's Super Bowl XXIII Cybercast Team.

Teaching & Public Speaking

Adjunct Professor, Austin Community College (2019–2023): Visual Design, UI Patterns, UX Career Lab, Interaction Design.

Speaker & Workshop Leader: Knowbility AccessU, IBM Design, and industry events on accessibility and UX best practices.

Education

Virginia Commonwealth University – BFA, Communication Arts & Design

Skills

Leadership & Strategy | UX Strategy & Vision, Design Leadership & Team Building, Cross-Functional Collaboration, Stakeholder Management & Influence, Executive Communication & Presentation Skills, Public Speaking

Design Operations | Design Systems & Governance, Process Optimization & Workflow Efficiency, Design Tooling & Infrastructure, Metrics & KPI Development for Design Success, Scaling Design Teams & Operations, Budget & Resource Management, Mentorship & Team Development

User Experience & Research | User-Centered Design (UCD) Principles, Design Thinking & Facilitation, Accessibility & Inclusive Design (WCAG, 508 Compliance), Qualitative & Quantitative Research, Usability Testing & Heuristic Evaluation, Agile & Lean UX Processes

Design Tools | Figma, Sketch, Adobe Creative Suite, Confluence, Miro, Mural, Jira, GitHub

Volunteer Work

UXPA Austin Mentorship Program, Knowbility AccessU Conference Room Host, ADPList Mentor, 2025 Board Member UXPA