

Tait Chamberlain

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EXPERIENCE

Lead UX Designer

2019 / US Dept. of Education, Office of Federal Student Aid

- Oversees user research, testing, and overall digital experience for Federal Student Aid applicants, parents, and borrowers
- Oversaw consolidation of studentloans.gov, nslds.ed.gov, and studentaid.gov
- Established a design system and pattern library for all digital products
- Assumed primary responsibility for FSA Brand Guidelines and working group

UX Design Public Service Intern

2018 / City of Chicago

- Secured Chicago.gov domain exception after a decade of failed attempts
- Designed initial elements/direction of the Chicago Design System
- Produced Figma wireframes, design elements, and research to support user interface decisions for the 311 relaunch/redesign in 2019

Open Data Fellow

2017 / City of Ferndale

- Developed the Police Data Initiative in Ferndale, MI, led successful participation in the White House Police Data Initiative
- Successfully defended master's thesis on police citation bias in Ferndale, MI, from 2011-2017 using Veil of Darkness and adjusted/weighted census benchmarking. Worked with Police Department and City Managers

Content Strategist

2014-16 / Iris Worldwide

- Led writing and content strategy for HP Inc. global channel sales
- Developed content and strategy for HP Tech@Work content marketing program, regularly reaching 6+ million readers worldwide
- Led development of writing and content strategy for HP Inc. Partner First program messaging, key value proposition, and onboarding process

Sr. Interactive Copywriter

2009-13 / ARS Advertising

- Led development of Factory Certified Care Training Program for Whirlpool Corporation in both the U.S. and Canada
- Coordinated and developed interactive applications for Whirlpool, including interactive catalogs, online content audits for Sears and Home Depot, and iPad applications for Whirlpool sales teams

EDUCATION

MSI, Human Computer Interaction

2018 / University of Michigan

BA with Distinction, English Language & Literature

2004 / University of Michigan

SKILLS

- Agile / Scrum
- Branding / Voice & Tone
- Content Strategy
- Contextual Inquiry
- Info. Architecture
- UX / UI Design
- User Research
- Copywriting / Editing

TOOLS

- Git / JIRA
- HTML / SASS
- InDesign / Creative Cloud
- JavaScript
- Jekyll
- Python
- Sketch / Figma

DISTINCTIONS

2018

Presidential Management Fellows Finalist

2017

CID Open Data Fellow

2016-18

UMSI Achievement Fellow

2016-18

MTOP Thesis Option

2013

2,186-mile Appalachian Trail thru-hiker

2004

New England Literature Program

2003

James B. Angell Scholar