Payton Houden

Senior UX Designer

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EXPERIENCE

Agile Defense · Senior UX Designer — Mar 2026 – Present
UX Designer — Mar 2024 – Mar 2026

- Led the UX redesign of Workforce, the company's internal AI agent platform; in the month after launch, new users grew 1.5x and activity 3x.
- Pitched "the Playground," a chat-first starting point, after testing showed 4 of 4 new users couldn't tell what the platform was for, and won over a skeptical lead engineer by adding shortcuts for technical users.
- Designed agent chaining, letting users link AI agents into multi-step workflows.
- Quickly prototype solutions to government requirements on a team that helps win new contracts.
- Built the company's design system from scratch, replacing an inconsistent UI, and maintain it across multiple applications.
- Wrote, designed and produced the AI Foundations course (scripts, graphics and AI video lessons in HeyGen), completed by 450+ employees with 92% satisfaction and a 93% behavior-impact score.
- Run design reviews and critiques for a 4-person design team, and mentored summer interns.

Catalina Island Camps · Senior UX Designer (Contract) — Jun 2026 – Present

- Designed Sailboat, a maintenance platform for task assignment, asset tracking and QR-code guest requests that replaced the camp's whiteboards, texts and calls (100+ issues tracked in its first two months).
- Added automatic translation of tasks, updates and comments after noticing most technicians primarily speak Spanish. Nobody had asked us to solve it.
- Delivered in one summer, while camp was in session, to meet a fall launch.

TrustCloud · UX/UI Designer — Jan 2023 – Sep 2023

- Cut support tickets 10% and helped 20% more users find support by designing in-product help (Help Mode and a guided tour) for a compliance SaaS platform.
- Moderated research across 10+ features and shipped 10+ features from concept to launch.
- Set up regular design reviews with engineering to catch issues before build, and helped evolve the design system.

EFraud Services · UX Designer & Researcher (Contract) — Jun 2022 – Aug 2022

- Designed an error notification system for fraud-investigation software, informed by interviews with FBI agents.

EDUCATION

Arizona State University
B.S. Psychology

Springboard
UX/UI Design Bootcamp, 9-month intensive

SKILLS

AI & UX: AI UX, conversational UI, agent workflows, prompt design

Research: interviews, usability testing, surveys, synthesis

Design: design systems, accessibility (WCAG, Section 508), IA, user flows, prototyping

Tools: Figma, FigJam, Claude, ChatGPT, HeyGen, Adobe CC