



(404) 783-2056
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Skills

- UI/UX design & research
- Project Management
- Prototyping (Figma, Axure, Sketch, Adobe XD, InVision)
- Visual & graphic design including branding (Adobe Creative Cloud)
- Workshop & training facilitation
- Graphic recording
- Dashboards (Google Analytics, Salesforce, SiteImprove)
- Change management, strategic communications, and marketing
- Salesforce, IBM Cúram, Drupal CMS
- Jira, Azure

Certifications

- UX Design (General Assembly)
- Salesforce Administrator
- SAFe 5 Practitioner
- ICAgile Certified Professional

Awards

- Runner Up in AFS Metaverse Challenge (2023)
- Accenture Greater Than Winner (Designer for One Journey, 2020)
- 72nd Adobe Creative Jam Winner (Graphic Design, 2017)
- Forbes Under 30 Scholar (2017)

Education

BA in Computer Science & Graphic Design
Yale University (3.78 GPA of 4.0), 2018

Business Strategy Certificate
INSEAD, 2024

Sarah Sukin

UX & Strategy Consulting Manager

With 6.5 years of full-time experience, I lead teams that deliver value-driven, user-centric platform experiences. I collaborate with clients and stakeholders to seamlessly integrate design into technology solutions, serving as an expert on UI/UX design and research strategies. I manage the full lifecycle of digital solutions, from roadmap to execution.

Work Experience

Manager - UX Design & Strategy Consulting

Accenture Federal Services

Aug 2018 – Present

Federal Office - Web Design

Sep 2023 – Present

- Designed and managed Drupal CMS site by leading team of three through UX research, prototyping, development, analytics, and testing
- Negotiated and secured \$1.8M contract and \$500k option year
- Increased active users by 14% and engagement by 28% in one year
- Decreased accessibility issues by 88.9% and improved mobile responsiveness by 53% within six months (SiteImprove, Google Analytics)
- Used CMMI framework (L5) to analyze sprint velocity, risk exposure, etc.

Accenture Growth Platform

Sep 2023 – Feb 2024

- Designed web platform to connect teams to assets and delivery resources, which is now in the top 10 most-used company pages
- As sole designer, ran comparative analyses, interviews, and usability tests including success rate analysis. Also created prototypes and visuals, and led Salesforce administration

City Social Services System

Dec 2021 – Sep 2023

- Led \$5.2M social services mobile and web UI redesign using IBM Cúram
- Improved 2.5M enrollees' experiences (7.5M monthly logins) across seven benefits in seven languages with insight from UX research and testing
- Sped up application processing and improved success rate by adding data validation and improving integrations for data management
- Brought Medicaid program online for 1.63M enrollees who previously submitted paper forms, with 37k more enrollees one year after launch
- Delivered 30 business process documents, 3 workshops, 100+ mobile & web prototype pages, change strategies and trainings, and release notes

Federal Agency - Educator Community of Practice

Jun 2021 – Dec 2021

- Managed design and functional teams in prototyping, documenting, and deploying a Salesforce pilot in six weeks
- Delivered a final product that 74% of users reported as making educational resources easier and more efficient to access

Federal Agency - Licensing, Registration, & Reporting

Aug 2018 – Jun 2021

- Designed the licensing, reporting, and management process for a new product, enabling the growth of a new industry valued at \$291M/year
- Designed print materials mailed to 1,000+ customers
- Ran 23 trainings for 178 people and 9 system demos
- Designed dashboards & reports saving 1 month of work per year for 26 people and annual reporting system condensing days of effort into hours
- Distilled 261 pages of regulation into a self-assessment tool that allows 93% of users to get answers in under 5 minutes

"My colleagues and I often find ourselves noting how your authentic and graceful approach to interacting with stakeholders is something that brings us confidence in having partnered with Accenture on this project. It is truly impressive." -Acting Branch Chief at Federal Agency