

## Richard Thomas Jr.

Digital Product Designer, UX Architect, Design Team Lead, DoD Secret Clearance

Portfolio: [www.betadase.com](http://www.betadase.com)

LinkedIn: <https://www.linkedin.com/in/betadase/>

Email: [rick@betadase.com](mailto:rick@betadase.com) Phone: 703-505-9362

## Experience

### **Booz Allen Hamilton**

*Lead Experience Designer*

September 2022 - December 2025

In this role I am a cross-functional lead designer on software engineering teams covering multiple projects in various states of the Agile development process as a high-fidelity prototyping practitioner (Adobe XD/Figma), senior user experience architect (Miro/Storybook/REACT), expert graphic designer (Adobe CC), and human-centered design specialist (HCD/UI/UX).

I am an expert at translating complex functional and business requirements into actionable, scalable design solutions through high-fidelity prototyping with a responsive mobile-first design approach. I manage user research, design reviews, and prototyping sessions with product owners, stakeholders, leadership, architecture, and engineering teams across platforms such as web, mobile, desktop, low and high side tactical environments and have product design oversight to coordinate all phases of design and delivery.

My **award-winning** UX work has helped successfully launch, manage, and scale many highly visible enterprise level software applications from initial MVP's to fully staffed, multi-million dollar development programs including **ArmyGPT** (Enterprise AI LLM), **Pangea** (Enterprise AI Common Operating Picture (COP) App), **DataWeaver** (Data lake/product generator), **Loadout** (Enterprise AI Logistics app), **Elucidate** (Enterprise Social Media aggregator), **AFATDS Next Gen** (Digital Battlespace Fires app), and **NGIC Portal** (ServiceNow Implementation). "**Best User Experience**" was awarded to **DataWeaver** at the 2023 DoD Hackathon.

**Tools and Technologies Used:** Adobe XD, Figma, Miro, Adobe Photoshop, Adobe Illustrator, Jira, Confluence, Storybook, React, Angular, Material UI, ServiceNow, Power BI, SharePoint, Bootstrap, HTML, CSS, JS, USWDS, WCAG, 508c.

**View a sample of this work here:** <https://betadase.com/army-one.html>

### **GDIT**

*Senior Human Factors Engineer*

June 2008 - September 2022

This was a transformational role that began redesigning an outdated, enterprise case management system for the US Courts while working for L3 Harris, and ended with managing a **UX Design Team** with GDIT that I built from scratch.

I executed user research and product development with large and small working groups of Federal Probation Officers, Federal Judges, and Public Defenders and developed processes that incorporated HCD into the Agile/SAFe process as we transitioned away from the waterfall process.

I gathered requirements, created user personas, journeys, empathy maps, style guides, pattern libraries, and tons of high-fidelity prototypes in Adobe XD that we tested with working group members, product owners, and stakeholders which

resulted in clear, unambiguous, results driven development goals with all the visuals to go with them for our Jira stories.

I created highly polished software experiences for mobile and web applications including the **Vendor Manager** (Payment Management System, Angular, Material UI, USWDS), **Client Mapping App** - Visitation and Route Optimization app (.NET with GIS integration), **Federal Sentencing Guideline Calculator** (Angular, Material UI), **PACTS PSX** - Pretrial and Presentence Report Application (Java / JSF), **PICTS** - Risk Level Assessment Tool (iOS), **DSS** - Decision Support System (.NET, Angular, Crystal Reports), **CM/ECF** - Court Management Application (Angular, Bootstrap), **iPACTS** - Probation and Pretrial Services Case Management System (Angular, Bootstrap), **ATLAS** - Access to Law Enforcement Systems (.NET), and **SIRS** - Serious Incident Reporting System (.NET).

**Tools and Technologies Used:** Adobe XD, Adobe Photoshop, Adobe Illustrator, Adobe After Effects, Jira, Confluence, Angular, Material UI, Bootstrap, Foundation, Eclipse, Visual Studio .Net, WordPress, SharePoint, HTML, CSS, JS, USWDS, WCAG, 508c.

**View a sample of this work here:** <https://betadase.com/courts-two.html>

### **IntelliDyne LLC**

*Creative Director*

July 2004 - June 2008

This position began as a senior web designer and grew into a team lead and staff design director/creative director with the added responsibilities of leading corporate product development, client and account management, and managing a small team of UX/UI designers for a multi-million dollar **MHS TRICARE** software portfolio redesign project.

I led the UX design efforts for multiple web-based software applications from ideation to execution for enterprise systems within the **DoD's TRICARE Military Health System**, including the **Enterprise Case Management System**, **Patient Relations Manager**, **Medical Records Archive**, and a redesign of the public-facing [www.tricare.mil](http://www.tricare.mil) website.

**Tools and Technologies Used:** Adobe Photoshop, Adobe Illustrator, Adobe Dreamweaver, Adobe After Effects, Visual Studio .Net, Final Cut Pro, WordPress, SharePoint, ASP.net, HTML, CSS, JS, 508c.

### **Pantheon Software Inc.**

*Senior Web Designer*

April 2000 – July 2004

In the role, I created hundreds of web design concepts for customer review and comment and then translated finalized designs into hand-coded websites. I implemented scripts, animations, and dynamic content elements, integrating server-side technologies to create richer, more interactive user experiences. I oversaw project management and requirements gathering, ensuring alignment between user needs, business objectives, and technical constraints and led UX design for multiple enterprise and specialized systems, including **Slye Electronics' Home Manager** - Crestron touch panel-based home management system, **CASE Handyman's Field Project Manager** suite of contractor tools, **USO's Member CMS** platform, and **Johns Hopkins School of Medicine's CMS**.

**Tools and Technologies Used:** Adobe CC, Adobe Photoshop, Adobe Illustrator, Adobe Dreamweaver, Adobe InDesign, Cold Fusion, ASP.net, Quark Xpress, Macromedia Dreamweaver, Macromedia Flash, HTML, CSS, JS, 508c.

## **US ARMY – MWR HQ**

*Marketing Specialist*

March 1993 – April 2000

As an Army civilian, I designed, produced, and maintained program webpages to support key initiatives and ensure consistent digital presence across **Army MWR programs**. I created traditional collateral including presentations, training materials, reports, briefings, and a wide range of marketing assets to support internal and external communication efforts. I developed and enforced graphic design standards, ensuring brand consistency and compliance with emerging Section 508 accessibility requirements. I managed daily operations within the **Army MWR Marketing Division**, coordinating workflows, resources, and project priorities, and supported cross-functional teams with strategic marketing guidance and high-quality visual assets that advanced program goals and stakeholder engagement.

**Tools and Technologies Used:** Adobe Photoshop, Adobe Illustrator, Adobe PageMill, Adobe InDesign, Quark Xpress, Macromedia Dreamweaver, Macromedia Flash, HTML, 508c.

## **International Military Community Executives Association (IMCEA)**

*Graphic Design Intern*

February 1992 – March 1993

As a graphic design intern, I led the design and production of the "**MWR Today**" bi-monthly association magazine. I supported tradeshow, conferences, and special events by creating display booth imagery, large format signage, PowerPoint presentations, and various promotional materials "swag". I managed client accounts, ad sales, and new member outreach, strengthening relationships and expanding revenue opportunities.

**Tools and Technologies Used:** Adobe Photoshop, Adobe Illustrator, Quark Xpress

## **Skills & Capabilities**

High-Fidelity Prototyping, Wireframing, User Experience Design, Graphic Design, User Research, Personas, Journeys, Empathy maps, Interaction Design, Information Architecture, Design Systems, USWDS, Accessibility, 508c, WCAG Compliance, Responsive and Adaptive Design, Mobile First Design, Developer Handoff and Design QA, Usability Testing, Heuristic Evaluation, Service Design, Systems Thinking, Product Strategy, Stakeholder Facilitation, Design Leadership, Cross Functional Collaboration, Agile and Scrum Collaboration, Requirements Translation, Data Informed Design, Data Visualization, Analytics Interpretation, Content Strategy, UX Writing, Design Ops, Risk and Constraint Management, Security and Privacy by Design, Human Centered Design, Design Critique and Mentorship.

## **Education**

Virginia Commonwealth University – Fine Arts – 1989-1990

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