

Rishi Chakrabarty

UI/UX Lead / Front-end Developer

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ABOUT ME

I'm a civic-oriented IT professional with 20+ years of experience leading teams, crafting UX strategy, and coding products that connect with user needs. I love collaborating and working across design, developer, and client teams to build thoughtful, user-centered solutions, while learning new technologies and ways of thinking along the way.

RECENT ACHIEVEMENTS

- Led the implementation of a large government website rebrand and USWDS conversion effort, overhauling thousands of screens, improving user experience, and increasing traffic by more than 20%. (2023)
- Developed and implemented a UI/UX modernization strategy to improve usability, efficiency, and accessibility on a secure online application with over 500 users across 150+ government agencies. (2025)
- Created a flexible system of advanced site-building tools, allowing agency users with little to no technical knowledge to produce richly featured content. (2024)

STRENGTHS & COMPETENCIES

Technical Expertise

- Proactively identifies opportunities for features & enhancements
- Implements system modernizations
- Provides sought-after technical assistance & user support

Innovative Strategist

- Maintains a holistic solutions-based approach to strategic planning & project implementation
- Anticipates challenges & applies a meticulous approach to complex project builds

Research & Analysis

- Conducts human-centered research
- Designs usability studies
- Delivers data-backed solutions that enhance user experience/engagement & drive product improvement

SKILLS

- HTML / CSS / SASS / Tailwind
- USWDS / Bootstrap
- JavaScript / JQuery / Knockout
- ASP.Net Razor / PHP / SQL
- XML / JSON
- Adobe Creative Suite
- Figma / Figjam
- Optimal Workshop
- Accessibility / Section 508
- Google Analytics
- Drupal Site Builder & Developer
- Umbraco / Wordpress
- Power BI
- Microsoft Bot Framework
- Jira / Azure DevOps / Git

PROFESSIONAL EXPERIENCE

UI/UX Team Lead (2013 – Present)

Senior Web Developer (2011 – 2013)

Research Management Consultants, Inc. (Client: Office of Personnel Management)

- Manages a team of UI/UX professionals and accessibility experts to maintain daily operation of OPM web assets.
- Designs user studies with structured interviews and live prototype testing to understand user challenges and develop data-driven solutions to address them; leads synthesis and analysis sessions to uncover patterns of behavior.
- Maintains 30+ OPM.gov web templates and packages, coordinating with outside vendors to ensure consistency across related web assets.
- Customizes the content management system with site-building tools and templates that allow nontechnical users to create rich and unique content without the aid of coders or designers.
- Provides seamless experiences for individuals with disabilities by conducting accessibility and 508 remediation, implementing screen-reader compatibility and keyboard navigability, exceeding WCAG standards.
- Implements pixel-perfect, mobile-first websites and applications while keeping up with evolving best-practices and reducing technical debt.
- Builds prototypes for A/B testing with users to find preferred alternatives and guide product improvement, demos weekly with small groups of stakeholders, and iterates continuously to meet evolving needs and priorities.
- Selects modern tools and libraries to enhance project outcomes by optimizing performance, ensuring scalability, and preparing for future needs.
- Troubleshoots and provides customer support, addressing thousands of technical requests, including bug fixes, website performance issues, and content delivery / network issues.
- Creates technical documentation, training materials, and integrates AI systems to leverage existing content for customer self-service, reducing call volumes and user support requests.

Front-end Developer / Designer (2009 – 2011)

Christian-Zechner Associates

- Delivered pixel-perfect websites & Drupal themes for design firms and independent clients, including Leva Energy, Steady Sounds, and Austria Tourism.
- Implemented interactive designs and animations using ActionScript, JavaScript, and JQuery.
- Performed MySQL database migrations, porting records into modern platforms and systems.
- Completed production and packaging of ads for Google Display Network.
- Designed keyword and metadata campaigns to improve search engine optimization, resulting in higher search rankings and referrals.

Webmaster (2007 – 2011)

World Affairs Institute (formerly Heldref Publications)

- Led two major re-launches of WorldAffairsJournal.org's daily news and analysis site, overhauling design, functionality, and content management systems.
- Redesigned and migrated Heldref's web properties of 45 publications onto SiteExecutive CMS platform.
- Managed Google AdWords campaign, increasing CTR to 17% .
- Designed newsletter campaigns, increasing open rates and CTR to above industry averages.
- Created data feeds and widgets for embed onto partner sites, spreading brand reach and influence.