

Work Experience

January 2023–Current
 Design Strategist
 The Lab at OPM
 U.S. Office of Personnel Management

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Developed key partnerships, projects, and design assets as principal visual designer and strategist for the Lab at OPM, transitioning from a multi-year Human Innovation Fellowship (2020–2023) to competitive service status in 2023.

Key Accomplishments:

- Led long-term partnership with U.S. Office of Management and Budget (OMB) Federal Customer Experience (FCX) Team. Developed and implemented design system for Federal “Life Experience” project work, delivering digital communications distributed across government and to the public via performance.gov, and physical media shown to Federal government audiences including White House leadership via semiannual project exhibition events.
- Collaborated on large-scale service design projects with CX research and design teams across government, at agencies including Department of Homeland Security (DHS), Department of Defense (DOD), Department of Veterans Affairs (VA), General Services Administration (GSA), Department of the Interior (DOI)/National Parks Service (NPS), United States Geological Survey (USGS), Department of Education (ED), and Department of Agriculture (USDA), in addition to shorter-term engagements with many others.
- Co-designed open-source visual guide series to human-centered design methods with GSA’s Office of Customer Experience (OCE). Developed visual design system and built library of visual aids, diagrams, and frameworks included across guides. Tested guide draft versions with potential users and subject-matter experts, collected feedback, and updated guide series installments.
- Created and updated the Lab at OPM’s graphic identity and visual language across communication materials. Collaborated with team members to create infographic resources including system maps, process flow diagrams, project and partnership case studies, and presentations to both public audiences and agency leadership.

May 2020–January 2023
 Human Innovation Fellow
 The Lab at OPM
 U.S. Office of Personnel Management

The Human Innovation Fellowship in Federal government is designed to leverage private sector expertise for the development of human-centered and/or innovative solutions to complex public-sector challenges. The Lab at OPM used human-centered design to partner with agencies across government to address design problems in their work to deliver functional products and services to the public.

Key Accomplishments:

- Responded to Presidential Management Authority (PMA) priority initiatives and customer experience focused requirements outlined in Executive Order (EO) 14058 on Transforming Federal Customer Experience and Service Delivery.
- Designed original logomark for OMB’s Federal Customer Experience team and built comprehensive design system for use across initial FCX presentation and communication materials.
- Contributed to a key partnership with VA’s Veterans Experience Office (VEO), establishing their visual design language and use of accessible design in communications with Veteran audiences both internal/external to VA.
- Led and facilitated live human-centered design courses as well as project-based

workshops and coworking sessions with partner teams at Department of Labor (DOL) Employment & Training Administration (ETA), USDA Women Infants and Children (WIC) Office of Innovation (OI), and DOI NPS.

- Conducted research, led user interviews, and synthesized qualitative data as key team member across multiple interagency agreements. Participated in testing and prototyping sessions with Federal partners.

May 2019–September 2019

Lead Exhibition Designer

Hoffmitz Milken Center for Typography (HMCT)

The HMCT at ArtCenter's South Campus displays notable work in typography, letterform design, and visual communication. Presenting up to three exhibitions per year, either monographic or curated group installations, the Gallery serves as an educational tool for students, professional design communities, and the general public.

Key Accomplishments:

- Concepted, prototyped, and executed design strategy for physical gallery exhibition of student graphic design work.
- The exhibition (entitled Plan B: Spirit of the Bauhaus), won multiple design awards including Graphic Design USA's 2019 prize for Exhibition Design.

December 2013–May 2016

Asst. Director, Industry Relations

SAG-AFTRA (Screen Actors Guild)

The Industry Relations team at SAG-AFTRA is responsible for establishing and maintaining strategic connections within all facets of the television, film, and new media industries in order to further the union's goals of securing protections for media artists.

Key Accomplishments:

- Hosted screening events in collaboration with the organization for National Latino Independent Producers as part of outreach effort to Latino content creators.
- Shifted culture within SAG-AFTRA organization to focus on new media content creators, a major addition of new membership to the union.

Education

Master of Fine Arts, Graphic Design

2017–2020

ArtCenter College of Design

Pasadena, CA

Bachelor of Arts, English

2007–2011

Bowdoin College

Brunswick, ME