

**Danielle Favreau** · (314) 225-5881 · [info@daniellefavreau.com](mailto:info@daniellefavreau.com)

Product, IT, ML, Full Stack, CX UX UI A11Y Professional · CST Timezone · [linkedin.com/in/daniellefavreau](https://www.linkedin.com/in/daniellefavreau) · [Case Studies/Select Portfolio](#)

I've assisted in autopsies, painted Beyoncé's portrait for a New York gallery, redesigned Google Classroom, created the first COVID tracking app, and designed systems that interface with the FBI; now I help startups and Fortune list companies build innovative inclusive products.

25+ years in healthcare, law enforcement, real estate, and FinTech leading cross-functional teams at companies from **3 to 70,000+ employees**, from **start-ups to Google**, delivering impactful, inclusive digital solutions critical in securing contracts **from \$250,000 to over \$250 billion** in annual revenue. I blend human-centered product design, development, and management to create intuitive **innovative solutions**.

## Experience

### Head of Product, UX/UI and Design

#### Stealth Startup

10/2024 – Present

*FinTech – Financial AI SaaS - Consultant*

*New York, NY - Remote*

- **Design System and User Experience Architecture:** Establishing the company's comprehensive [design system and user experience architecture](#), creating scalable, reusable components and ensuring visual and functional consistency across all platforms. This effort lays the foundation for intuitive, user-centered digital experiences that align with business goals.
- **Strategic Product Road Mapping and Development:** Developing and implementing [detailed product roadmaps](#) for features and functionality, incorporating user feedback, competitive analysis, and market insights. Collaborating cross-functionally to prioritize initiatives that balance short-term deliverables with long-term strategic growth.
- **User-Centric Innovation and Optimization:** Leading the creation and optimization of end-to-end user journeys, mapping customer experience and system architecture to identify pain points and opportunities for innovation. Integrating data-driven insights and feedback, ensuring alignment with user needs and business objectives, [decreased customer service calls by 30%](#).

### Head of Digital User Experience Accessibility (Product Division)

**CENTENE** (Principal Technical Lead Architect 2020-2022 to IT Manager 2022-2024)

03/2020 – 11/2024

*Healthcare – Fortune 25 Health Insurance Company*

*St. Louis, MO – Remote*

- **Strategic Leadership and Division Establishment:** Founded and led the UX Accessibility Division, promoting design-thinking and human-centered design, [driving contracts exceeding \\$134 billion in 2023 and \\$161 billion in 2024](#). Directed a team of [200+ professionals](#) to ensure compliance with ADA, WCAG, and Section 508 standards across 1,000+ digital platforms.
- **Government Compliance and Consulting:** Acted as a [trusted advisor on ADA, WCAG, and 508 compliance](#) for federal and state healthcare clients. Developed and implemented accessibility roadmaps and product plans, aligning initiatives with organizational goals and fostering integration of accessibility principles into design systems.
- **Training and Policy:** Instituted [organization-wide training programs and policies](#) to enhance compliance awareness, standardizing UX A11Y practices. Developed procedures for accessibility testing, improving experience standards.
- **Cross Functional Collaboration and Multi-Channel UX:** Partnered with UX researchers, designers, and developers to deliver multi-channel UX artifacts, architecture diagrams, and documentation that ensured seamless and inclusive user experiences across platforms. [Oversaw the SDLC of complex digital projects from concept to launch](#).
- **Research Based Cost Savings:** [Saved over \\$1.2 million per month](#) with Jabra headsets with analytic data processing, ability to transcribe member conversations, and intelligent noise cancellation filters perfect for the new work-from-home agent.
- **Data-Driven Innovation and Analytics Leadership:** Leveraged tools like Google Analytics, Amplitude, and Adobe Analytics to create data-informed strategies that refined user experiences and drove accessibility leadership. Successfully [led the Adobe DTM to Launch migration affecting millions of providers](#), establishing governance standards for bi-weekly releases.

### UX/UI A11Y Architect (former PM and SM)

#### REJIS

05/2016 – Present

*Law Enforcement (LE) and Security Software - Consultant*

*St. Louis, MO – Remote*

- **Agile Transformation Leadership:** Successfully [transitioned the IT department from waterfall to hybrid agile](#) ensuring compliance with government policies and procedures. Managed implementation of Atlassian suite as Scrum Master and PM.
- **Policy and Best Practices Development:** Developed policies, procedures, standards, guidelines, and best practices for designers, POs, PMs, and engineers organization wide. [Established a framework for consistent UI development processes](#).
- **Complex Project Guidance:** Guided the [direction of an 8-10-year project](#) to redesign and develop a suite of 30+ applications serving critical functions interfacing with national and international federal and state government crime databases.

- **Software Design and Development:** Proficiently engaged in software design and development using technologies such as C#, HTML5, CSS3, Bootstrap, with an SQL database backend. Collaborated with internal stakeholders and external agencies to create responsive solutions for desktop, mobile, and car-based devices.
- **Grant Proposals:** Instrumental in securing six figure grant projects by designing and developing interactive prototypes.

### Lead UX/UI Engineer and Project Manager

**Technology Partners Solutions Group** 01/2015-08/2016  
*Multimedia Services Agency - Consultant* Chesterfield, MO

- **Strategic Project Management:** Managed projects exceeding \$500,000, delivering innovative, human-centered digital solutions that met complex client requirements; ensured all projects were completed on time and within budget.
- **Agile Leadership and Collaborative Engagement:** Led developers, designers, and testers using Atlassian tools to foster efficiency and collaboration; improved digital experience delivery through iterative workflows and clear communication.
- **Comprehensive UX/UI and CX Development:** Delivered comprehensive UX/UI solutions—including graphic design, user testing, and full-stack development—enhancing client customer experiences with human-centered design principles.

### Sr. UX/UI Engineer

**Google** 07/2014-11/2014  
*Google's Education Division - Consultant* Mountain View, CA

- **Strategic Leadership in User-Centric Design:** Led the design, development, and project management efforts for Google's Course Builder, Open Online Education, and Google Classroom, significantly enhancing user engagement and accessibility for educational tools used by 3 billion unique users monthly.
- **Human-Centered Process Innovation:** Developed and implemented process improvements in CX design, CMS strategy, and program architecture, focusing on continuous improvement for Google's education projects. Ensured an impactful, user-centered approach to elevate educational experiences, contributing to industry-leading UX standards.

### Engineer / Product Innovation Specialist / Data Visualizer

**Magellan Health Services** 05/2006-10/2013  
*Healthcare – Behavioral Health Services* St. Louis, MO

- **Product Innovation and Strategic Leadership:** proven track record of exceeding goals and delivering award-winning business collateral and client solutions essential in securing over \$2.5 billion in contracts. Collaborated with C-suite executives, to define and drive product vision and key phases of interactive product design, development and release.
- **Autonomous Execution and Timely Delivery:** Managed all aspects of workflow, production, design, development, and deployment, consistently delivering ahead of schedule under restrictive deadlines.
- **Data Visualization and Interactive Presentations:** Utilized advanced tools to transform raw data into engaging, interactive visualizations, creating web apps and client-driven data exploration experiences that empower business decision-making.

### Professional Affiliations

Women Defining AI	2024-Present
International Association of Accessibility Professionals - IAAP	2021-Present
Design Thinking Program - Advisory Board Member	University of Missouri (2021-2023)

### Education and Professional Certifications

Master of Business Administration – Human Factors and Accessibility – University of the People	
Bachelor of Computer Science – Dean's List, Magna cum Laude – University of the People	
Bachelor of Science – Biology/Chemistry minor in German – University of Winnipeg, MB	
Professional Scrum Master · Scrum.org	Notary Public – Missouri
Accessibility and Inclusive Design · U of Illinois	Interaction Design Professional · U of California
American Contract Law I and II · Yale	Introduction to Machine Learning · MIT
Agile Dev. Professional and CICD and DevOps · Darden	Meta React Native Specialization (expected 2025)
BigQuery for Machine Learning · Google	Organizational Leadership in DEI · RICE
CertNexus Certified AI Practitioner (expected 2025)	Organizational Leadership Professional · Northwestern
CJIS Security and Awareness and NIBRS Certification · FBI	Psychology and Human Factors · U of Minnesota
Disability Inclusion and Accessible Design · U of Michigan	Secure Software Specs Specialization · U of Colorado
Emotional Intelligence · U of Michigan	Six Sigma Certification (expected 2025)
Inspired Leadership Professional · Case Western Reserve	UI/UX Design Specialization · CA Institute of the Arts