

Team biographies

Dana Chisnell

Dana, project lead and partner-founder at Project Redesign, is a pioneer and thought leader in civic design, bringing deep experience to that space. She works across government pushing teams to care about the needs of the people they're serving through and by design. In addition, she's head of design for the California Office of Digital Innovation partnering with the Employment Development Department to improve the customer experience.

Dana conducted seminal research on ballot design and instructions, voter information and education, and forms design. She mapped the U.S. voter experience. She is the managing editor of the [Field Guides to Ensuring Voter Intent](#), which are in the permanent collection at the [Cooper Hewitt](#), Smithsonian Design Museum.

She was part of the founding cohort at the U.S. Digital Service in the Obama White House (2014-2016), where she focused on implementing systems for immigration officers. In 2019, Dana was named one of the world's [most influential people in digital government](#) by [Apolitical](#). She's a non-resident Fellow at the Belfer Center for Science and International Affairs at Harvard Kennedy School.

Grace Cho

Grace Cho is a self-grown design researcher bringing experience that spans the non-profit, entertainment, and technology industry. Most of her career has been focused on establishing and delivering the impact of design research as a discipline for product development in companies like Yelp and SiriusXM. She is currently at Dropbox, where she unpacks user needs to build valuable experiences for small and midsize businesses.

Aesclinn Donohue

Aesclinn is a design researcher and strategist working in social impact across the private, nonprofit and public sectors. She previously spent five years in the startup agtech space, where she led innovation projects and built partnership portfolios to scale inclusive finance tools in rural areas of West and East Africa. In addition to her design work, she is currently helping to build the organizational development practice at Masawa, a global investment

fund targeting early-stage mental wellness startups. She holds a graduate degree in business and policy from Tufts University.

Cyd Harrell

Cyd Harrell's career spans 25 years in the technology industry, with stints at Aldus, Charles Schwab Electronic Brokerage, and as VP of Research Practice at Bolt | Peters (acquired by Facebook in 2012). During her time at Bolt | Peters, she conducted or oversaw more than 200 user research studies for all kinds of clients and research questions.

Since 2012, Cyd has focused on civic technology, working with the Center for Civic Design, where she led research for Field Guides 7, Designing election department websites, and Code for America, where she headed User Experience and then Product. Cyd joined the federal government's 18F in 2016 and served as a Strategy Lead and then as 18F's first Chief of Staff. Cyd is currently consulting as Service Design Lead with the Judicial Council of California, helping improve the UX of the civil justice system.

Ginny Hunt

Ginny Hunt is a partner-founder at Project Redesign, working to put impacted communities and living experts at the center of policy and product design. Her career has focused on helping the digital world better serve social needs.

Gina Kim

Gina Kim is a product designer and researcher, currently working on civil rights issue based digital tools at the ACLU. Prior to this, she was a user experience designer on the U.S. Digital Service team at the Department of Veterans Affairs. Outside of her civic tech responsibilities, Gina is a visiting instructor at Pratt Institute for the MFA Communication Design program.

Rebecca Micheleson

Rebecca Michelson is a design researcher, focusing on family technology and well-being. While working at the Engagement Lab at Emerson College, she developed games, research studies, design-thinking workshops, and community innovation programs to further public

engagement for dozens of NGOs. In 2018, she managed the production of the equity-focused Make the Breast Pump Not Suck Hackathon and Paid Family Leave Policy Summit at the MIT Media Lab.

Rebecca is currently a graduate student in the University of Washington, studying Human-Centered Design and Engineering. She is running an NSF-sponsored nationwide study with parents, examining the role of technology in the home during COVID-19.

Alberto Rodriguez

Alberto Rodríguez has spent the past five years working directly in digital technology and policy from different angles. He led a working group at the Beeck Center for Social Impact & Innovation, working with more than 20 senior digital government leaders to bring human-centered design techniques to public policy. He has conducted qualitative and quantitative research on digital government transformation in the U.S. and around the world. Previously, he served as the international advisor to the National Digital Strategy at the Office of the President in Mexico, where he coordinated the international collaboration efforts between the federal government and several organizations such as the OECD, the IADB, OAS, and other national governments. He also served as an advisor of the Digital Government Unit at the Ministry of Public Administration in Mexico.

Alberto holds a Master's degree from the McCourt School of Public Policy at Georgetown University and a degree in International Relations from the Autonomous Technological Institute of Mexico.

Lindsey Wagner

Lindsey Wagner is a design researcher with 15 years of experience. Prior to joining Project Redesign's Safety Net Research team, she has helped conduct field research on family paid leave and the citizenship process. For the last decade, her work has focused on creating tools for public use across a wide range of sectors including civic institutions, public media, non-profit, and for profit. At Blue Ridge Labs in New York City, she prototyped community financing tools for immigrant college students. As a senior user experience designer for the Massachusetts state government, she led field research in digital accessibility for people with vision impairments. Lindsey also currently helps lead the product team at ISeeChange - a dialogue platform for residents to identify and report environmental changes impacting their neighborhoods.