

Leon Baham

Human-Centered Service Design & Strategy

Work Experience

Santa Clara County, Human-Centered Service Design Fellow (Oct 2020-Present)

Design fellow working on prevention strategies for families at risk of entering the foster care system. Working in collaboration with data science to create innovation methods that bridge predictive analytics and community-led design.

Bounteous, Lead Experience Designer (Mar 2018-Oct 2020)

Design lead and strategist focused on facilitating transformative design work on cross-disciplinary teams. Expertise in service design, participatory facilitation, information architecture, accessibility and product management. Believer in tension, conversation, diverse teams, having fun, and mitigating risk. Significant Projects include: Kaiser Permanente, J.B. Hunt, TiVo, Invaluable and more.

The DO School, Innovation Fellow (June 2018)

Month long design residency focused on innovating the future of wearable technologies. Worked as a product design manager creating an Augmented Reality connected garment for H&M.

Freelance, Educator & Designer (Jan 2014-Present)

Freelance designer and educator working to create clear and useful educational materials and designs. Significant Projects include: GOOD Inc., General Assembly, Codetalk, Girls Who Code, Teach for America, Entropy, ChickTech Chicago, and more.

Team One, Experience Designer (Jan 2016-Mar 2018)

Intrapreneur and Experience Designer with emphasis in Service and Interaction design. Significant Projects include: Lexus, It Gets Better, Dacor, and Crenshaw CORE.

Harrison Ross, Funeral Director (Jan 2015-Dec 2015)

Tavern Law, Lead Bartender (Jan 2011-Sep 2014)

Awards/Achievements

Innovation fellow, The DO School **(2019)**

Finalist for best personalization in practice, Acquia Engage Awards **(2019)**

Selected for EUX Storytellers, EUX Conference **(2019)**

Employee of the year, Team One **(2017)**

Education

B.A. University of California, San Diego **(2010)**